

THE RELATIONSHIP BETWEEN FEEDBACK AND  
EMPLOYEES PERFORMANCE AMONG EMPLOYEES IN ONE  
OF THE PUBLIC SECTORS IN KUCHING

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## ABSTRACT

This research was undertaken at one of the public sectors in Kuching in order to find out the relationship between feedback and employees performance. The purpose of this study was to identify the types of feedback that exist and the relationship between feedback and employees performance in such public sector in Kuching. The study was conducted using questionnaires that consist of three sections such as demographic background, types of feedback and employees performance. The total sample of the questionnaire distributed to the respondents were 91 sets with a response rate of 58.24% (n=53).

The data was analyzed using IBM SPSS Statistic Version 20. This study was done by using Convenient Sampling Technique.

It was found that the most significant feedback was positive feedback. 88.7% of the respondents stated that they preferred their superior to state their mistake clearly and 83.0% of the respondents agreed that "My work performance will be increased if I receive positive feedback from my superior". High quality feedback is most needed to an effective performance shown by the employees. Therefore, performance improvement feedback must be informative.

There was strong relationship between feedback and employee performance. There was positive and significant relationship between types of feedback and employees performance ( $r=.781$ ,  $p<0.05$ ). This could be concluded that feedback has positive relationship with employees' performance. Therefore, the H1 is accepted based on result. According to Rai and Singh (2013), there are relationships between employees' performance and feedback.

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Sincerely,

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## TABLE OF CONTENT

ABSTRACT.....	i
ACKNOWLEDGEMENT.....	ii
TABLE OF CONTENT.....	iii
LIST OF TABLES.....	vi
LIST OF FIGURES.....	vii
CHAPTER 1 .....	1
INTRODUCTION .....	1
Background of Study.....	1
Statement of Problem.....	2
Research Objectives .....	3
Research Questions .....	3
Hyphotesis.....	4
Limitation of study.....	4
Significance of the study.....	4
Definition of terms .....	6
CHAPTER 2 .....	7
LITERATURE REVIEW .....	7
Theoretical Framework .....	16
CHAPTER 3 .....	17
METHODOLOGY .....	17
Research Design.....	17
Sampling Frame .....	17
Population.....	18
Sampling Techniques .....	18
Sample Size .....	18
Unit of Analysis .....	19
Data Collection Procedures.....	20
Instrument.....	21
Validity of Instrument .....	21
Reliability of Instrument .....	21
Data Analysis .....	22
Analysis of Pilot Study.....	23
CHAPTER 4 .....	24
FINDINGS.....	24
Response Rate .....	24
Reliability Analysis.....	25
Demographic Background of the Respondents.....	26
Normality Test.....	30
Research Question 1 .....	31
Research Question 2.....	37

# **CHAPTER 1**

## **INTRODUCTION**

### **Background of the Study**

According to Shuck and Wollard (2010), nowadays, a person who works in an organization seeks for a feedback to improve their performance as well as their commitment. Feedback given by peers, managers and customers can accelerate the way the workers do in the workplace. Feedback either positive or negative can give the workers better understanding on what they have to do to increase the productivity of their works. In order to improve the performance of the employees, employees themselves have to take all feedbacks from others either it is positive or negative. Feedback is regarded as being more important in the development of performance and professional expertise, because it helps to develop knowledge and skills (Ericsson, 2009; Salas and Rosen, 2010). Feedback is very important for employee learning and development and for the enhancement of performance (Linderbaum and Levy, 2010).

The purpose of the study was to find out the influence of feedback towards employees performance among employees in one of the public sectors in Kuching. The main objectives of the study were to identify the type of feedback exist and the relationship between feedback and employees performance in such public sector.