UNIVERSITI TEKNOLOGI MARA

ENHANCEMENT OF EMPLOYEE PERFORMANCE EVALUATION SYSTEM FOR POLISAS USING SELF-DETERMINATION THEORY (SDT)

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ABSTRACT

This paper presents a web-based Management Information System (MIS) designed to enhance employee appraisals at Politeknik Sultan Haji Ahmad Shah (POLISAS). The proposed system, Anugerah Perkhidmatan Cemerlang Bulanan (APCB), addresses inefficiencies in the current manual and semi-manual processes for the Anugerah Perkhidmatan Cemerlang (APC). Existing limitations such as the inability to view historical data, manual notification delivery, and labor-intensive reporting have historically decreased organizational transparency and reduced employee engagement. The APCB system automates evaluations by providing self-service functionality for four key stakeholders: Staff, Admins, Evaluators, and Approvers. By utilizing role-based access, the system allows users to monitor monthly performance and appraisal history in real-time. The design is grounded in Self-Determination Theory (SDT), focusing on fostering user motivation by satisfying three core psychological needs: Autonomy, Competence, and Relatedness. Developed using the Waterfall methodology which is Requirement Analysis, Design, Implementation, Testing, and Documentation, the system underwent rigorous evaluation. Functional testing yielded a 100% pass rate, while usability testing with domain experts and end-users (n=32) resulted in a System Usability Scale (SUS) score of 77.58, placing it in the "Good to Excellent" range. Based on expert feedback, future iterations will include reverse approval functionality and enhanced notification systems. Ultimately, the APCB system modernizes performance evaluation at POLISAS, promoting transparency and empowerment. This project serves as a model for integrating motivational theories into MIS design and offers a framework for other higher learning institutions to advance digital transformation within the Malaysian public sector.