

THE IMPORTANCE OF 5S IMPLEMENTATION TO THE  
GOVERNMENT SECTOR AT MAJLIS PERBANDARAN  
KUANTAN (MPK) PAHANG

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## **ABSTRACT**

The study investigated the importance of 5S implementation to the government sector at Majlis Perbandaran Kuantan (MPK). This study contained independent variables with the impact of 5S implementation towards government staffs at the assigned place. This paper examined how these factors influenced productivity, quality and performance of the staff.

The research was carried out in Majlis Perbandaran Kuantan, Pahang (MPK). The population of this research was 300 staffs, about 10% of staffs had chosen through the application of a sampling technique. It used simple random sampling technique to collect all the data. The main data collection method for this research was questionnaires. All the data were entered and processed into by used IBM Statistical Package for Social Science 20 version program (SPSS). The finding showed 5S gave good impacts to the Majlis Perbandaran Kuantan (MPK) staffs.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 BACKGROUND OF THE STUDY**

According to Azman Che Mat (2011) 5S is a system which refers to Japan word that is *Seiri, Seiton, Seiso, Seiketsu* and *Shitsuke*. This system stress more on cleanliness of working area especially table, under the table and the filing cabinet. The 5S in English is a system that refers to the Sort which is the first step in making things cleaned up and organized. Second is Set in order or straighten which is to organize, identify and arrange everything in work area.

The third is Systematic cleaning or sweeping that is ensuring the workplace is kept clean and neat every day. The next S is Standardize which means make it easy to maintain or simplify and standardize. The last item in 5S is Sustain which means maintaining what has been accomplished. All five items if practiced in the right manner will create an excellent working environment which is also following the rules of the ISO.