

BACHELOR OF ADMINISTRATIVE SCIENCE (Hons) FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDY

A STUDY OF RELATIONSHIP BETWEEN TRAINING AND DEVELOPMENT AND SELF-ESTEEM AMONG PUBLIC SERVANT IN KOTA KINABALU CITY HALL

ALBAYINAH BINTI DUTCH
2010858516
HAIRIN NIHMA FARDO
2010885482

HAKAMI IK Persolaan Universiti teknologi MARA Saban

JUNE 2012

ABSTRACT

Every organization prepare for training and development to make sure the employee in the organization are increase their skill and performance. In addition it is also to ensure that the employee will increase the self-esteem among their self. The purpose of this research is to study the relationship between training and development and self-esteem. It is to see whether there is a significant of the relationship. On this research, questionnaires are distributed to the staff at Kota Kinabalu City Hall. The training and development and self-esteem are important and relate with each other. Without training and development the employee self-esteem towards the jobs will not be achieve by the organization in producing an efficiency and effectiveness employees. Random samples of 70 employees from four departments in KKCH were distributed by questionnaire. Through output gathered, there is significant relationship between training and development and self-esteem. The employees in KKCH give positive response and mostly agreed that training and development and self-esteem are related with each other.

LIST OF FIGURE

Figure 2.1: The relationship between training and development	
and self-esteem among public servant.	13

LIST OF TABLE

Table 4.2 : The Respondent Profile	20
Table 4.3 : The Training and development toward self-esteem	23
Table 4.4 : Toward employee's self-esteem	25
Table 4.5 : The jobs satisfaction towards self-esteem	27
Table 4.6: Relationship between training and development and	
Self-esteem among public servant.	29
Table 4.7 : Effectiveness of self-esteem towards jobs performance	30
Table 4.8 : The respondent's involvements in training and	
development	31

CONTENTS

CHAPTER 1: INTRODUCTION				
1.1	Introduction	1		
1.2	Problem Statement	3		
1.3	Research Objectives	4		
1.4	Scope of the Study	5		
1.5	Definition of Terms/Concepts			
	1.5.1 Training and development	6		
	1.5.2 Self-esteem	6		
CHAI	PTER 2: LITERATURE REVIEW & CONCEPTUAL FRAMEWORK			
2.1.1	Literature Review	7		
2.1.2	Conceptual Framework	13		
2.1.3 Independent Variable				
2.1.4 Dependent Variable				
CHA	PTER 3: RESEARCH METHODOLOGY			
3.1 R	esearch Methodology	15		
3.2 R	esearch Design	15		
3.3 U	nit of Analysis	16		
3.4 P	opulation and Technique			
3.4.1	Sampling size	16		
3.4.2	3.4.2 Sampling Technique			

3.5 Instrument and measurement	17		
3.6 Data Collection	18		
3.7 Data Analysis	19		
CHAPTER 4: FINDINGS			
4.1 Findings	20		
4.2 The respondent profile	20		
4.3 The Training and development toward self-esteem	23		
4.4 Toward employee's self-esteem	25		
4.5 The jobs satisfaction towards self-esteem			
4.6 Relationship between training and development and self-esteem			
among public servant.	29		
4.7 Effectiveness of self-esteem towards jobs performance	30		
4.8 The respondent's involvements in training and development			
CHAPTER 5			
5.1 Discussions	32		
5.2 Conclusion	35		
5.3 Limitations	37		
REFERENCES			
APPENDICES			