UNIVERSITI TEKNOLOGI MARA
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FIRST LINE MANAGER EFFECTIVENESS: A STUDY ON THE EMPLOYEES' PERCEPTION

HAZLINAH BINTI MUSA
RAFIDAH BINTI MOHD RAFIQ
2010720287
2010168729

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THE DECLARATION

Declaration

We/I hereby declare that the work contained in this research proposal is original and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed.

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Hazlinah Binti Musa

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Rafidah Binti Mohd Rafiq

ABSTRACT

The purpose of this study is to evaluate the effectiveness first line manager based on the employees' perception and to determine the most fundamental factors that influence to the first line manager effectiveness. Therefore, the findings can be used as a reference to Ministry of Defense in enhancing the effectiveness of first line manager.Descriptive study is undertaken in this research which data collected from primary data. It took about a year to conduct this research until the result from the survey has been gathered. 180 questionnaire have been distributed to the respondents in Ministry of Defense in Kota Kinabalu. However, the researcher only able to receive 168 questionnaire that fully answered. This project paper consists of five chapters. Chapter one gives the reader an overview of background of study, problem statement, research objectives, scope of study, significance, and definition of terms and concept. The literature review can be found in chapter two. Chapter three tell us the research design and methodology. Thus, it explain the data collection method that wil be used and how the data will be analyzed. Chapter four will reveal the findings of the survey and lastly on chapter five will provide the discussion and conclusion.From the findings, all factors that can contribute towards first line manager effectiveness as stated in litearture review have a significant role and it helped this research to reach the objectives.

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