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**PUBLIC SERVANT'S PERCEPTION TOWARDS THE IMPLEMENTATION OF
KEY PERFORMANCES INDICATORS (KPIs): A CASE STUDY ON SELECTED
NATIONAL REGISTRATION DEPARTMENTS (NRD) IN KOTA KINABALU.**

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ABSTRACT

As one of the measurement in performance methodologies, Key Performances Indicators (KPIs) are used as general study to improve the overall organizational management and by determine the perception of public servants towards the implementation of the KPIs, it is considered an effort to transform the public servants management towards excellence. The KPIs as general can be the key to organizations' success, and for government departments to achieve their vision, mission, business strategy, objectives and targets. This research was applied at the selected National Registration Departments (NRD) in the area of Kota Kinabalu. There are basically three variables that can influences the Public Servant's Perception towards the Implementation of KPIs. Understanding, Job Burden and Rewards are being identified to influences the level of performances in KPIs implementation. Thus, this paper aims to look at the implementation of KPIs in general in Malaysian public sectors in response with Government Circular 20. The study was using quantitative method by questionnaires to collected the data from the public servants at NRD.

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CHAPTER I

INTRODUCTION

1.1 Introduction

Nowadays, KPIs (Key Performance Indicators) which is well-known as KSI (Key Success Indicators) in quality management is not a new thing in government organization in public sector. Key Performance Indicators (KPIs) was being introduced to the administration in public sector on 2009 by our recent prime minister which is Dato' Sri Mohd Najib Tun Abdul Razak. According to Chan & Chan, 2004; John Reh, 1997, KPIs is a common performance evaluation which emphasizes on serious parts of result and imitates the critical achievement aspects of agencies. In this research KPIs will be used as general to know the public servants perceptions towards this indicator.

This performance measure is using for improve personnel's awareness of maintenance performance which mean to develop the quality of work in organization. This measure indicator must be accepted, understand and adapted by the public sectors to upsurge on delivery service quality for the society.

KPIs (Key Performance Indicators) also are about set of measureable methods that an agency practices to look on and evaluate performance in concept to run into organization planned and operative objectives and missions. Other than that, Key Performance Indicators (KPIs) is a system where it is frameworks that consist of processes, measures and target which in the habit of communicate; observer and cope performance along with align assets to accomplish the objective of association.

This performance indicator has been used in public sector and the first department using the KPIs (key performance indicators) is NRD (National Registration Department).

1.2 Problem Statement

Within the public sector and in the context of the public servants performances evaluation, Key Performance Indicators(KPI's), regarded to be an effective tool that being measure now can be referred to the management and staff which they can get better insight by following measures of KPI's. This basically can be regarded why governments use KPI's especially in the frontline services where it's known as effectives and powerful management tool for everyone in the organization (Mahazril, 2011). However several numbers of issues also arise especially in the government when we look at an application for evaluation on performances planning permission (Dato' Seri Najib Tun Razak). The ineffectual and ineffective services given by the public servants had trigger an issues to the community especially in terms of getting the services from the frontlines and when waiting for the document to be prepared (Mahazril, 2011). This problem are lengthen not only to the frontlines officers but also involved the performances of the management in the department. Therefore because there are complain by the public of the poor services delivery, Tun Abdullah Ahmad Badawi (2005) had come up with KPIs to tackle this problem. KPIs system implemented basically will influence the perception of employees in improving their performances as well as can measure the department's success particularly (Maria Mucciarone, 2010). Therefore, it is crucial to know the perception of the public servants towards the implementation of KPIs generally as how KPIs will improve them in performing their job efficient and effectively.