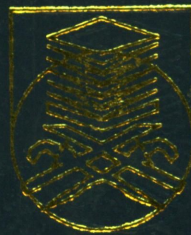


UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN
POLISI



PERCEPTION OF THE STUDENTS' TOWARDS THE
EFFECTIVENESS OF SECURITY DEPARTMENT IN UTM
SHAH ALAM

EVELYN GRUNSIN

2004229969

HERDAYANI LAMEJAH

2004229905

APRIL 2006

ACKNOWLEDGEMENT

In the name of Allah S.W.T, who is Grateful and Merciful, Selawat and Salam to Prophet Muhammad s.a.w . Praise to Allah S.W.T for his consent, we would like to express our deepest gratitude to Allah S.W.T for giving us the strength to complete this research proposal.

We would like to express our warmest gratitude and indebtedness to our respectable advisor Pn. Tuan Nooriani for her advice, guidance, encouragement and ideas in completing this research project. Our thanks also go to Professor Dr. Haji Hazman Shah Abdullah who assists us in completing this research proposal.

A very special regards and thanks to our parents and family as well as to all our friends who have always encouraged and support us in the completion of this research. We also wish to thanks all the others whose names are not mentioned here.

Evelyn Grunsin
Herdayani Lamejah
Bachelor of Administrative Science (Honours)
Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA, Shah Alam.

ABSTRACT

Perception of the students is various and differs from each other. Thus, the study examines the students' perception as the tools to see to what extent the Security Department was being perceived from the standpoint related to the students' experience and their year in campus. A sample of 100 respondents of the students from three faculties which are Faculty of Administrative Science and Policy Studies (FSPPP), Faculty of Business Management (FPP) and Faculty of Civil Engineering (FKA). The respondents are to be performed onto 50 male and 50 female. In this study, the finding of the student's perception towards the effectiveness of security department is examined. The findings of the student's perception are more focus on their safety while in campus. Therefore from the result the most of the students agree that this campus is safe. Besides, to know the student's experience that related to the summons that issued by security personnel it is indicate that the student who have being given summons tend to be angry and for those who not given summon they still aware about the rules and regulations. Finally, to know the relationship of student's years in campus and their perception towards the security department. In findings it shows that there is relationship between these two variables meaning that the student's years in campus can cause the student come out with their own view towards the security department. In conclusion all the points are important in order to identify the perception of student towards the security department.

CONTENTS

Chapter 1: Introduction

1.1	Introduction	1-2
1.2	Problem statement	3
1.3	Research objectives	4
1.4	Scope of the study	4
1.5	Significant of the study	5-6
1.6	Definition of terms/concepts	7

Chapter 2: Literature Review & Conceptual Framework

2.1	Literature Review	8
	2.1.1 Introduction	8-9
	2.1.2 Perception	9-10
	2.1.3 Experience	10-11
	2.1.4 Security Department	11-13
	2.1.5 Rules and Regulations	13-15
	2.1.6 Conclusion	15-16
2.2	Conceptual Framework	17
	2.2.1 Independent Variables	18
	2.2.1.1 Student's Perception	18
	2.2.1.2 Years in Campus	18
	2.2.2 Dependent Variable	19-20

Chapter 3: Research Method

3.1	Research design	21
3.2	Unit of analysis	21
3.3	Sample size	22
3.4	Sampling technique	22
3.5	Measurement/Instrumentation	23-26
3.6	Data collection	27
3.7	Data analysis	27-28

Chapter 4: Findings

4.1	Introduction	29
4.2	Profile of Respondents	30-31
4.3	Testing of Assumptions	31-33
4.4	Findings	
	4.4.1 Objective 1	34-35
	4.4.2 Objective 2	35-37
	4.4.3 Objective 3	38
	Summary	39-40

Chapter 5: Discussion and Conclusion

5.1	Main Findings Revisited	41
	5.1.1 Student's Perception	41-42
	5.1.2 Student's Experience	42-43
	5.1.3 Years in Campus	43
5.2	Limitation of the study	44
5.3	Recommendations	44-45
5.4	Implication of the study	45-46
5.5	Conclusion	47-48
	References	49-50
	Appendix A	51-55
	Appendix B	56
	Appendix C	57-64
	Appendix D	65-68
	Appendix E	69-75
	Appendix F	76-77