



UNIVERSITI  
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# Professorial Lecture **UiTM**

The Proactive  
**BEHAVIOUR  
OF PUBLIC  
SERVICE  
EMPLOYEES**  
in Malaysia  
& Germany

**SYED JAMAL ABDUL NASIR  
SYED MOHAMAD**



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*Syed Jamal Abdul Nasir Syed Mohamad*

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# Preface

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Proactive behaviour is one of the individual qualities or skills required by today's organisation, particularly in the government sector in ensuring quality service delivery. It is said that one of the important factors that leads to organisational success. Especially, under the current trend of modern organisation work becomes more dynamic and decentralised, in which empowerment is being regularly practiced. Scholars agree that leveraging our human capital, by encouraging them to behave proactively can improve performance." Performance is often seen as being the extent of a person's aggressiveness in his actions when carrying out everyday tasks.

As government organisations grow and evolve in volatile economic conditions with high degrees of uncertainty, because of rapid developments in technology, new economic challenges, and a shift to a global economy, proactive employees play a major role in anticipating and forecasting the economic activities that will enable organisations to develop better positions and strategies.

Culture is one of the important antecedents of human behaviour. Which, employees from differing cultures are presumably demonstrating different levels of proactive behaviour because of their different cultural orientations. Another essential characteristic of individual differences