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APPLIED RESEARCH PROJECT (ADS 555)

TOPIC:

**THE EFFECTIVENESS OF PERFORMANCE APPRAISAL AMONG THE STAFFS IN
UiTM SARAWAK CAMPUS**

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Abstract

This research aims at studying outcomes the effectiveness of performance appraisal and exploring factors that can make harm to the performance appraisal effectiveness in the perspective of staffs in UiTM Sarawak Campus. Data were collected through survey of 100 of staffs. Overall results reveal that the staffs in UiTM, awareness level about outcomes of effective performance appraisal is more than factors that can make harm to the effectiveness of performance appraisal. The staffs have different views from other colleagues regarding detriments to performance appraisal effectiveness where as, regarding outcomes of performance appraisal effectiveness, male and female staffs have different views.

CHAPTER 1:

INTRODUCTION

1.1 Introduction

Formal performance appraisal has its origin in Frederick Winslow Taylor's 1911 Time and Motion work, which used the scientific method to assess and improve worker productivity. In 1960, the Theory of X and Y was introduced to categorize employees. With X employees, performance appraisals are income-justification exercises. With Y employees, they are a cooperative exercise in aligning personal and professional goals. Currently, management favours the Y employee model and uses performance appraisals to develop skills and talent.

Performance appraisal are a valuable performance management tool to evaluate the performance and value employees provide as well as set goals for the next review period. Most companies conduct performance appraisals annually, but they may also be done after a new hire completes the first 90 days of employment or on a monthly basis in situations where performance is an issue. So from the employee's viewpoints, the purposes of performance appraisal are five-fold:

- ✓ Tell me what you want me to do
- ✓ Tell me the standard you want me to achieve
- ✓ Tell me how well I have done it
- ✓ Help me improve my performances
- ✓ Reward me for doing well

Performance appraisal is a vital organisational activity. It could be regarded as management's most important tool in both controlling and maximizing the contribution of

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Literature Review

This section is focused on the study from the previous research by the other researches. It is focus on the advantages and disadvantages, reasons, problems and comparisons between the issues regarding the performance appraisal. These statements of literature review are from the outside or foreign researchers as well as from Malaysian researchers. It is also provides the conceptual framework of the study.

2.1.1 Introduction

This chapter reviews literature pertaining to performance appraisal. It defines performance appraisal as well as the performance evaluation. It also highlights the objectives of performance appraisal from different perspectives, especially the view from Malaysia Civil Servants Department. Subsequently, it will analyze the factor effecting the relevancy and effectiveness of performance appraisal in UiTM staffs inline with Malaysian Civil Servants Department. The enhancement factor of works performance will also be discussed in order to determine other elements and affecting the effectiveness of performance appraisal.