

ABSTRACT

This study aims to examine the community service experience among employees. There were 68 questionnaires distributed at Yayasan Islam Terengganu and only 52 questionnaires were returned. The 52 questionnaires was represent the half of the employees at Yayasan Islam Terengganu. Besides that, based on the article that was published by New Straits Times on September 12, 2012, Akil and Ligan reported that the Ministry of Education, Tan Sri Muhyiddin Yassin announced that every primary and secondary school will be required by 2017 to participate in community service in order to develop values-driven Malaysians. The research design used is descriptive research. This study used the Statistical Package for the Social Sciences (SPSS) version 20.0 for the data analysis. There are two factors have been tested in this study which are Community Service Experience and Satisfaction after Community Service. The respondents of this study were involved the staff at Yayasan Islam Terengganu. From the findings collected, it can be concluded that majority employees have experiences in community service programs and got the benefits from that.

Keywords: Community service experience

ACKNOWLEDGEMENT

Bismillahirrahmanirrahim...

First and foremost, I am Khairunnisa binti Adzmi was thankful to Allah for giving the strength, courage, guidance and faith because this study has been successfully completed, and without His Mercy, I might not be able to accomplish my study in order to fulfill the requirements needed for the Research Methods (OSM601).

I also would like to express my deepest gratitude and appreciation to the following individuals who contributed valuable assistance and knowledge to complete this study.

I would like to express my grateful thanks especially to the lecturers, Dr. Hajjah Mas Anom binti Abdul Rashid, and my research advisor, Madam Hazlin binti Hasan for all the time, help, guidance and excellent supervision that more than words can describe for me to complete this study.

Next, I would like to say thank you to my friends for all the support that they had given to me for completing this project especially my group members Hajar Atiqah binti Azmi and Nur Aliah binti Abu Bakar .

Lastly, this study was also a dedication to my beloved parent for their support, prayers and love. The success of this project is due to commitment and hard work from all people around me. Thank you very much.

Khairunnisa binti Adzmi

June 23, 2014
Faculty of Business Management
Universiti Teknologi MARA

Table of Contents

CHAPTER 1.....	1
INTRODUCTION	1
Background of the study	1
Problem Statement	3
Research Objectives	3
Research Questions.....	3
Significance of the Study	4
Limitation of the Study.....	4
Definition of Terms	5
CHAPTER 2.....	6
LITERATURE REVIEW	6
Community service.....	6
Community Service Experiences	9
Descriptive Framework	11
CHAPTER 3.....	13
METHODOLOGY	13
Research design	13
Sampling Frame.....	13
Population	14
Sampling technique.....	14
Sample size.....	14
Unit of analysis	15
Survey and Development of Instrument.....	15
Data Collection Procedure	15
Validity and Reliability of Instrument.....	16
Data Analysis	18
CHAPTER 4.....	19
FINDINGS.....	19
Introduction	19
Response Rate.....	19
Profile of Respondent – Gender.....	20

Profile of Respondent – Age	20
Profile of Respondent – Types of employment	23
Research Question 1	24
Research Question 2	25
Research Question 4	27
Normality Test.....	28
CHAPTER 5.....	29
CONCLUSION AND RECOMMENDATION.....	29
Introduction	29
Discussion and Conclusions.....	29
Research Question 1	30
Research Question 2	31
Research Question 3	31
Research Question 4	32
Recommendations for Future Research	33
REFERENCES	34
APPENDICES	36
1 Cover Letter.....	36
2 Questionnaires	37
3 Agreement Form	38
4 Sampling Frame.....	39
5 Data Analysis	40