



**FACULTY OF ADMINISTRATIVE SCIENCE &
POLICY STUDIES
UNIVERSITI TEKNOLOGI MARA**

**THE LEVEL OF PUBLIC SERVANTS' ETHICS AND THEIR
PERFORMANCE:
A CASE STUDY OF IMMIGRATION DEPARTMENT OF MELAKA**

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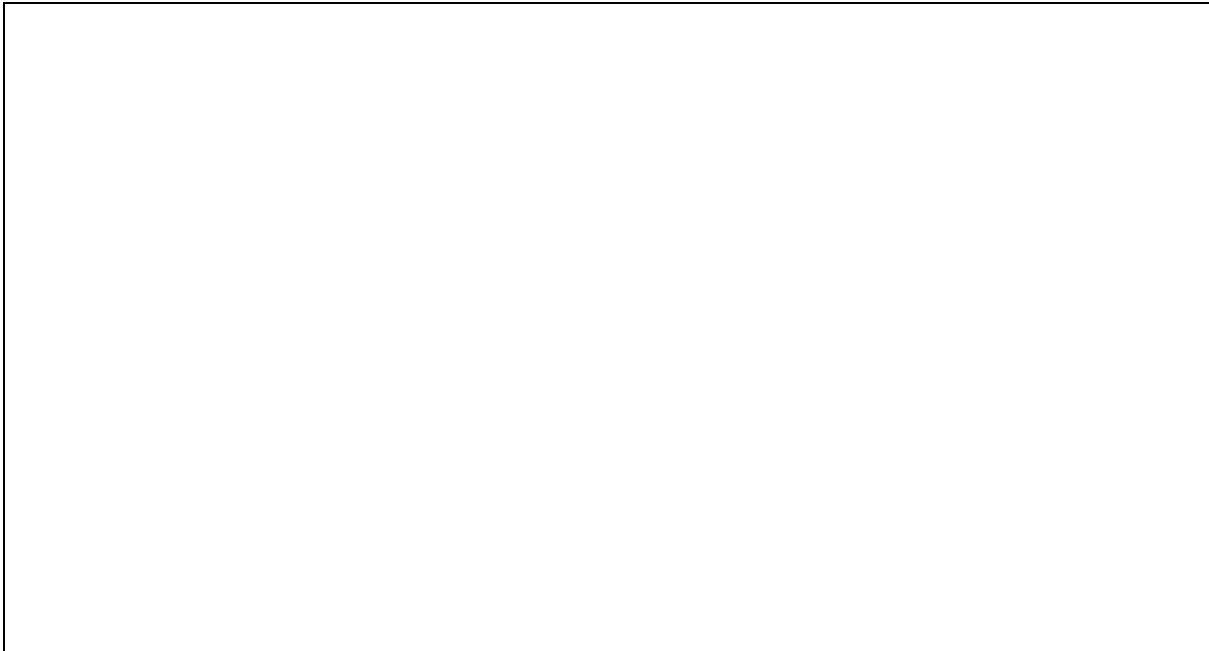
MOHD ZULHILMI BIN MOHD YUNUS

SEPTEMBER 2013-JANUARY 2014 SESSION

Supervisor's Comments

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Moderator's Comments

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**CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE
SUPERVISOR**

Name of Supervisor : Sir Mohd Zulhilmi bin Mohd Yunus

Title of Research Report : The Level of Public Servants' Ethics and Their Performance:
A Case Study Of Immigration Department of Melaka

Name of Students : Fatin Syuhada Binti Yahaya
: Nur Qhaleda Binti Rohaizat

I have reviewed the final and complete research proposal and approve the submission of this report for evaluation.

(Mohd Zulhilmi bin Mohd Yunus)

Date:

ACKNOWLEDGEMENT

First of all, thank to Allah because for His Blessing that gives us strength and spirit to accomplish this research proposal on time, and also gives us health and prosperous life. Secondly we would like to thank all the people who have supported us during the management and also in settling the assignment.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

“The Malayan Civil Service (MCS) is now known as the Malaysian Public Service, inherited its legacy from the British Public Service with significant fundamental changes taking place over the last 50 years” (Office of the Chief Secretary to the Government, 2013).

The pursuit of effective public sector administration can be explained as a series of ideas, each representing a step, or increment, towards a complete theory of public administration. Daniel (1994) stated that they have assisted build an extensive tank of knowledge and public administration is a matter of human inquisition with ancient roots. Public administration is often characterized as an application of social and other sciences to public problems, thus bridging disciplines (Frederickson, 1976). He also said that public servants hired based on their expertise and oriented in the career service to be neutral politically and possess detailed knowledge of management techniques and practices as well as they serve for the public.

Public servants also should have considerable knowledge and understand the needs of the people. Although government have different political, administrative environment and cultural, they frequently confront similar ethical challenges such