



**Faculty of Administrative Science & Policy Studies  
(AM228)**

**Universiti Teknologi MARA (UiTM)**

**BACHELOR IN ADMINISTRATIVE SCIENCE (BASS)**

**ADS 555 RESEARCH FINAL REPORT**

**Title of Research:**

**Competency of Public Managers in Majlis Bandaraya Melaka Bersejarah  
(MBMB)**

**Name of Supervisor:  
Encik Mohd. Zulhilmi Bin Mohd. Yunus**

**Name of Students:**

<b>Khairiyah Nor Sarah Binti Rusli</b>	<b>2009219518</b>
<b>Nur Syuhaidah Binti Roslan</b>	<b>2009602214</b>

**[March – July 2012]**

CLEARANCE FOR SUBMISSION OF THE RESEARCH REPORT BY THE  
SUPERVISOR

Name of the supervisor : Encik Mohd. Zulhilmi Bin Mohd Yunus

Title of Research Report: Competency of Public Managers in Majlis Bandaraya Melaka  
Bersejarah

Name of Student 1 : Khairiyah Nor Sarah Binti Rusli

Name of Student 2 : Nur Syuhaidah Binti Roslan

Remarks:

---

Date:

## LETTER OF TRANSMITTAL

Khairiyah Nor Sarah Binti Rusli  
Bachelor of Administrative Science (Hons)  
Faculty of Administrative Science and Policy Studies  
Universiti Teknologi Mara Melaka

Nur Syuhaidah Binti Roslan  
Bachelor of Administrative Science (Hons)  
Faculty of Administrative Science and Policy Studies  
Universiti Teknologi Mara Melaka

Encik Mohd. Zulhilmi Bin Mohd Yunus  
Lecturer of Applied Research  
Faculty of Administrative Science and Policy Studies  
Universiti Teknologi Mara Melaka

Dear Sir,

### **SUBMISSION OF THE APPLIED RESEARCH REPORT**

Regarding to the above matter, we hereby submit our research with title Competency of Public Managers in Majlis Bandaraya Melaka Bersejarah (MBMB). This final report is requirement for the completion of applied research (ADS 555) course which is require by the faculty. Thank You.

Yours sincerely,

---

(Khairiyah Nor Sarah Binti Rusli)

---

(Nur Syuhaidah Binti Roslan)

## DECLARATION

We hereby declare that the work contained in this research proposal is our own except those which have been duly identified and acknowledged. If we are later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signed by:

-----

Name: Khairiyah Nor Sarah Binti Rusli

-----

Name: Nur Syuhaidah Binti Roslan

## **ABSTRACT**

Public managers are the people who hold the responsibility to serve public interest and their demands. In order to meet the needs of the local community, public managers need to render effective and efficient services. The recent concern regarding poor job performance by certain senior or executive public officials in public sector has rise questions regarding their competencies. Based on this issue, this study was conducted to identify whether the public managers in Majlis Bandaraya Melaka Bersejarah (MBMB) possessed the relevant competencies to perform their duties as public managers. This study focused on the public managers in MBMB who hold degree and above in their education background. A sample of 42 public managers from 14 different departments has been selected as a respondent for this study. The main objectives of this study were to evaluate the competency level of MBMB's managers, to measure the technical, ethical and leadership competency of MBMB's managers and to determine the additional attributes that enhances the managers' competency. The statistical techniques used in this study are Descriptive Statistics and Correlation Analysis. This study has proved that most of the public managers in MBMB possessed the high level of competency in performing their daily duties as public manager. Besides, the findings have shown that there is significant high positive relationship between technical, ethical and leadership competencies to the level of public managers' competency. In addition, most of public managers agreed that the additional attribute that enhance competency which are creativity, innovation and entrepreneurship competencies also will led to high level of managers' competency.