



**“THE COMPETENCY ASSESSMENT (PTK) FOR
EFFECTIVE JOB PERFORMANCE IN
KUALA LUMPUR CITY HALL (DBKL)”**

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ABSTRACT

Agree or not, Human Resource Department is very important in any organization. Whether an organization consists of five or 25,000 employees, human resource management is vital to the success of the organization. Aligned with that, the demand for effective and competent employees continuously increases in both public and private organization because a dynamic global marketplace and increasing foreign competition has compelled organizations to become more effective. As a result, this is a suitable time to assess human resource management practices that can augment organizational performance in public sector organizations (**Gould-Williams, 2003**).

Kuala Lumpur City Hall (DBKL), in 1980s, one of the most important departments is the training centre and examination unit but however, they are two different entities. Its only in late of 2006, there are restructuring of Human Resource Department by combining this two units becoming one as "*Bahagian Penilaian Kompetensi dan Latihan*". The objectives of existence of this department are to manage training and examination and also ensuring that every officer and staff in DBKL had the chance to sit for examination in order to be promoted for higher position. Other than that, it also ensures that every qualified staff sits for the PTK examination for the purpose of fulfilling the requirement of effective and efficient staffs in DBKL. The objectives of this research on the other hand is to investigate how the PTK examination will impacts staff and their performance after sit for the exam, the impact of the new modification and the impact on staff from the superior perspective. Researcher also found that between theories been learned and what been practice in the DBKL is not much different because the objective is still the same.



1.1 COMPANY BACKGROUND

1.1.1 History

From a small town Kuala Lumpur has grown to become the nation's Capital City and the biggest city in Malaysia. Kuala Lumpur City has become the centre for many socio-economic various activities including business, finance, administration, education, religion, culture and sports.

Since 1961, Kuala Lumpur has been governed by one single corporate entity that was then known as the office of the Federal Capital Commissioner. On the 1st February 1972, Kuala Lumpur was officially conferred the status of a city. With this, the Federal Capital Commissioner became the Mayor of KL.

Tan Sri Dato' Lokman Yusof the former Federal Capital Commissioner was elected as the first Mayor of Kuala Lumpur. When he passed away on 15.5.1972, he was succeeded by Tan Sri Yaakob Latiff who served for a period of 10 years. The third Mayor of KL was Tan Sri Dato' Elyas Omar who took

The fourth Mayor was Dato' Dr. Mazlan Ahmad whose appointment was on 17.11.1992. Tan Sri Dato' Kamarruzaman Shariff then took over as the fifth Mayor and served between 14.12.1995 and 13.12.2001. He was then replaced by Y Bhg Kol. Datuk Hj Mohmad Shaid b Mohd Taufek whose appointment was on 14.12.2001. Then from 14.12.2004 until 13.12.2006 the post of the seventh Mayor was held by Y Bhg Dato' Hj Ruslin bin Hj Hasan. The office of the eighth Mayor was held by Y Bhg Dato' Ab Hakim bin Borhan.