



**MEASURING EMPLOYEE ENGAGEMENT IN THE  
INSTITUT TADBIRAN AWAM NEGARA (INTAN) KAMPUS WILAYAH SELATAN**

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**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS  
(HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA**

**JULY 2018**

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**Submitted in Partial Fulfillment of the  
Requirement for the  
Bachelor of Business Administration with Honours  
(Human Resource Management)**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA**

**JULY 2018**

**DECLARATION OF ORIGINAL WORK**



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**“DECLARATION OF ORIGINAL WORK”**

I, NUR DIYANA BINTI NOOR SHAM ,

(I/C Number : 960315-04-5210)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature : \_\_\_\_\_  
(NUR DIYANA BINTI NOOR SHAM)

Date : \_\_\_\_\_

## LETTER OF SUBMISSION

Puan Afzan Nor Binti Talib  
Lecturer of UiTM Melaka City Campus  
Faculty of Business Administration  
University Technology of Mara  
110 Off Jalan Hang Tuah  
75300 Melaka

Dear Puan Afzan Nor Binti Talib

### SUBMISSION OF PROJECT PAPER

With reference to the above matter, enclosed here is the project paper entitled **“MEASURING EMPLOYEE ENGAGEMENT IN THE INSTITUT TADBIRAN AWAM NEGARA (INTAN) KAMPUS WILAYAH SELATAN”**.

This project paper is to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Yours Sincerely,

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NUR DIYANA BINTI NOOR SHAM  
2015409324  
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## ABSTRACT

The purpose of this research is to determine the antecedents of employee engagement such as reward/recognition, role clarity and teamwork against workers at Institut Tadbiran Awam Negara (INTAN) Kampus Wilayah Selatan. Institut Tadbiran Awam Negara (INTAN) Kampus Wilayah Selatan is a training center located under the Public Service Department. INTAN has its main campus which is located at Bukit Kiara, Kuala Lumpur. Besides, INTAN also has several branch campuses. Which are INTAN Kampus Wilayah Tengah (INTENGAH) at Jalan Ilmu, Kuala Lumpur; INTAN Kampus Wilayah Utara (INTURA) at Sungai Petani, Kedah; INTAN Kampus Wilayah Selatan (IKWAS) at Kluang, Johor; INTAN Kampus Wilayah Timur (INTIM) at Kemaman, Terengganu; INTAN Kampus Sabah at Tuaran, Sabah; and INTAN Kampus Sarawak at Kota Samarahan, Sarawak. This research focuses more on workers at INTAN Kampus Wilayah Selatan. INTAN Kampus Wilayah Selatan has around 69 workers. All the workers in INTAN Kampus Wilayah Selatan were appointed by Jabatan Perkhidmatan Awam (JPA).

This research uses a descriptive study to determine employee engagement at INTAN Kampus Wilayah Selatan. The targeted population is 69 of the workers at INTAN Kampus Wilayah Selatan and the sample size in this research is 59 respondents out of 69 workers. All of the respondents are selected through simple random sampling techniques. Questionnaires which are primary data were used in this research to collect all the data. In this research all the data that have been collected were analyzed by using Reliability analysis, Frequency distribution analysis, Descriptive statistical analysis, Pearson's correlation coefficient analysis, Multiple regression analysis and Hypothesis testing. Nevertheless, the result of this research indicates that the antecedents of employee engagement are reward/recognition, role clarity and teamwork. All the antecedents have a positive relationship with employee engagement.