



DETERMINANT OF INNOVATION  
IN PUBLIC SECTOR PERFORMANCE

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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

**JANUARY 2019**

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**Submitted in Partial Fulfilment 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**

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## **DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
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“DECLARATION OF ORIGINAL WORK”**

I, Adam Syakir bin Mahzan, IC Number 960802-01-5465. 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 have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

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

## **LETTER OF SUBMISSION**

JANUARY 2019

The Head of Program  
Bachelor of Business Administration (Hons.) Human Resource Management  
Faculty of Business Management  
Universiti Teknologi MARA (UiTM) Melaka  
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75300 Melaka

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper title “Determinant of Innovation in Public Sector Performance” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Sincerely,

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(ADAM SYAKIR BIN MAHZAN)

## **ABSTRACT**

Whenever we heard about innovation, what comes through our mind is that it always related with private sector. This is because, private sector are known for so long to be better than the public sector in term of product or providing service. Public sector is somewhat benchmark to private sector. If the service or product produce by the public sector are already good, netizen will assume that private sector will be better. To realize a high in income nation by the year 2020 is not an easy job for the government. In order to achieve to be developed country innovation in needed.

The purpose of doing this study to find out the determinant of innovation in public sector performance. This study used quantitative method which researcher distributed 230 questionnaire to four public sector organization in Muar which include Royal Malaysian Custom Department, Muar (76 employees), District Education Offices (Pejabat Pelajaran Daerah) Muar (117 employees), Majlis Perbandaran Muar (228 employees), and Pejabat Tanah Muar (75 employees). The total population for all four organizations is 496. A total of 155 set of questionnaire were returned and only 143 set were fully answered and suitable for the use of this study. The results indicated that culture, knowledge and leadership have significant relationship with innovation.