

**THE RELATIONSHIP BETWEEN THE SERVANT LEADERSHIP
AND EMPLOYEE PERFORMANCE AMONG LECTURER IN UiTM
JENGA, PAHANG**

**Prepared for:
MOHD AMLI BIN ABDULLAH @ BAHARUM**

**Prepared by:
FATIN NABILAH BINTI AZMI**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT**

JANUARY 2019

ABSTRACT

The final report project was carried out in order to fulfil the requirement of the Academic Project (ASM601). The study will be conducted at the government organizations at Pahang. There are two main objectives are to identify employees' performance level in the organization and to identify the relationship between servant leadership and employee performance in the organization.

By referring to Krejcie and Morgan table (1970), the scopes are focused on the certain number of population. The sample sizes are taken referred to the sample size for a given population. The convenience sampling technique is easy but should have been distributed randomly. The data will be analysed and interpreted using SPSS software.

It is hope that from the overall findings, we could discover that employees at UiTM Cawangan Pahang, Kampus Jengka to have a servant leaders at office. The employees are able to know more about the elements of servant leadership which are agape love, services, trust and humility. It is hope that the more significant it is toward handling the issues among them.

Keywords: servant leadership, agape love, services, trust, humility, employee performance.

TABLE OF CONTENTS

	Pages
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
LIST OF TABLES	vi
LIST OF FIGURE	vii
CHAPTER 1	
INTRODUCTION	
Background of the Reserch	1
Problem statement	4
Research Objective	5
Research Questions	5
Significant of the Study	6
Limitations of Study	7
Definitions of Term	8
CHAPTER 2	
LITERATURE REVIEW	
Employee Performance	11
Servant Leadership and Employee Performance	13
Leadership Theory	14
Servant Leadership	15
ELEMENTS OF SERVANT LEADERSHIP	
Service	16
Trust	17
Humility	18
Agape Love	19
Conceptual Framework	22

CHAPTER 3	
METHODOLOGY	
Introduction	23
Research Design	23
Sampling Frame	24
Population	24
Sampling Technique	24
Sampling Size	25
Unit of Analysis	26
Data collection Procedures	26
Instrument	28
Validity and Reliability Instrument	29
CHAPTER 4	
FINDING OF STUDY	
Finding & Discussion	30
Survey Response Rate	30
Reliability Analysis	31
Descriptive Statistics	41
Normality	47
Pearson Correlation	49
CHAPTER 5	
CONCLUSION & RECOMMENDATION	
Conclusion	55
Recommendation	57
Further Research	58
REFERENCE	60
APPENDICES	
A. Agreement	65
B. Cover Letter	67
C. Questionnaire	68
D. Follow Up Letter	81
E. Reliability	82
F. Data Analysis	83
G. List of Lecturer	86
H. Report Turnitin	92

List of Tables

4.1	Survey Response Rate	30
4.2	Rules Reliability	31
4.3	Gender of Respondents	33
4.4	Age of Respondents	34
4.5	Marital Status	35
4.6	Educational Background of Respondents	36
4.7	Departments of Respondents	37
4.8	Rank of Respondents	38
4.9	Years Working of Respondents	40
4.10	Mean and Standard Deviation for Variables	41
4.11	Mean and Std. Deviation for agape love	42
4.12	Mean and Std. Deviation for Service	43
4.13	Mean and Std. Deviation for Trust	44
4.14	Mean and Std. Deviation for Humility	45
4.15	Mean and Std. Deviation for Employee Performance	46
4.16	Normality Score for Independent Variables	47
4.17	Normality Score for Dependent Variables	48
4.18	Adopted from Alvin C. Burn & Ronald F. Bush	49
4.19	The score of the interpretation correlation coefficient	50
4.20	Level for variable	50
4.21	Correlation between agape love and employee performance	51
4.22	Correlation between services and employee performance	52
4.23	Correlation between trust and employee performance	53
4.24	Correlation between humility and employee performance	54