



**FACTORS THAT INFLUENCE EMPLOYEES WORK ETHIC AMONG MALAYSIAN
CIVIL SERVANT IN MIRI, SARAWAK**

NELSON KELANANG HILDA

2010707605

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT**

JANUARY 2014

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

I, NELSON KELANANG HILDA, (I/C Number: 900221-13-5595)

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 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: _____

Date: January 2014

LETTER OF SUBMISSION

6 January,2014

The Head of Program
Bachelor of Business Administration (Hons) Human Resource Management
Faculty of Business Management
Universiti Teknologi MARA,
110, Off Jalan Hang Tuah,
75300, Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**FACTORS THAT INFLUENCE EMPLOYEES WORK ETHIC AMONG MALAYSIAN CIVIL SERVANT IN MIRI, SARAWAK**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Your Sincerely,

NELSON KELANANG HILDA
2010707605
BBA (Hons) Human Resource Management

TABLE OF CONTENTS

	Page
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v-vii
LIST OF TABLES	viii
LIST OF FIGURES	ix
ABSTRACT	x
CHAPTER 1: INTRODUCTION	
1.1: Background of Study	1-5
1.2: Problem Statements	6-7
1.3: Research Questions	8
1.4: Research Objectives	8
1.5: Scope of Research	9
1.6: Significance of Study	9-10
1.7: Limitation of Study	10
1.8: Definition of Term	11
1.8.1: Quality of Work Life (QWL)	11
1.8.2: Awareness of the Code of Ethic	11
1.8.3: Organizational Citizenship Behavior (OCB)	12
1.8.4: Ethical Leadership	12-13
1.8.5: Work Ethic	13

ABSTRACT

Ethics in public administration has been a subject of growing interest for both researchers and practitioners interested in the future of governance. This study examined the factors that influence employee work ethic among Malaysian Civil servant in Miri, Sarawak. The purpose of this study is to determine whether Quality of Work life (QWL), Awareness of the Code of ethic, Organizational Citizenship Behavior (OCB), and Ethical leadership (EL) which is Independent Variable of the study affect employees to demonstrate ethical behavior in performing their Job. A Pilot test was conducted at Majlis Bandaraya Miri which involving 10 respondent from Administration department to test whether the instrument used are reliable. Since this study was exploratory study, the sampling design used is Convenience sampling. A total of 156 respondent has participate in the survey from different organization which is from Ibu Pejabat Polis Daerah Miri (IPDM), Kastam Diraja Malaysia Daerah Miri, Rubber Industry Smallholders Development Authority (RISDA) and from Majlis Bandaraya Miri. The finding show that the four independent variable for the study shows that there are significant relationship with Civil servant work ethic. Summary of the finding and recommendation of the study are discussed.