

**THE RELATIONSHIP BETWEEN THE SERVANT LEADERSHIP AND EMPLOYEE
PERFORMANCE AT SYARIKAT PENGURUSAN AIR PAHANG BERHAD DAERAH
JERANTUT PAHANG**

Prepared for:

MOHD AMLI ABDULLAH@BAHARUM

Prepared by:

MAIZATUL NATASYA AJERAH BINTI NAZRI

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

January 2019

ABSTRACT

This study was conducted to analyze the relationship between the servant leadership and the employee performance at Syarikat Pengurusan Air Pahang Berhad Daerah Jerantut, Pahang. The 56 sample of staff from the company was used in this study. Data were collected through the questionnaires which were distributed personally to the respondents. Data were analyzed by using SPSS and the findings showed that majority of the respondents believed that the elements or components of servant leadership were influenced the level of the employee performance in the organization. They know that the good of leadership may lead the good employee performance too. The result of the study can be used to improve the leadership style to assign the future requirements for employee performance.

Keywords: Servant Leadership, Agape Love, Humility, Trust, Service and Employee Performance

LIST OF TABLES

Chapter 3: Methodology

3.7.3	Reliability of Instruments.....	26
3.7.4	Pilot Test.....	27

Chapter 4: Findings and Discussion

4.1.1	Normality Independent Variables.....	31
4.1.2	Normality Dependent Variables.....	32
4.2.1	Survey Respond Rate.....	32
4.3.1	Gender of Respondents.....	33
4.3.2	Age of Respondents.....	34
4.3.3	Marital Status Respondents.....	35
4.3.4	Educational of Respondents.....	35
4.3.5	Department of Respondents.....	36
4.3.6	Rank of Respondents.....	37
4.3.7	Years of Working Respondents.....	38
4.4.1	Mean and Standard Deviation of Agape Love.....	39
4.4.2	Mean and Standard Deviation of Service.....	40
4.4.3	Mean and Standard Deviation of Trust.....	42
4.4.4	Mean and Standard Deviation of Humility.....	43
4.4.5	Mean and Standard Deviation of Employee Performance.....	44
4.4.6	Mean and Standard Deviation for Variables.....	45
4.5.1	Level of Reliability.....	46
4.5.1	Reliability of Components of Servant Leadership.....	47
4.6.1	Level of Variables.....	48
4.6.2	Level of Employee Performance.....	49
4.7.1	Pearson's Correlational Table.....	50
4.7.2	Pearson's Correlational for Agape Love and Employee Performance.....	51
4.7.3	Pearson's Correlational for Service and Employee Performance.....	52
4.7.4	Pearson's Correlational for Trust and Employee Performance.....	53
4.7.5	Pearson's Correlational for Humility and Employee Performance.....	55
4.7.6	Summary Result of Research Question and Hypothesis.....	56

TABLE OF CONTENTS	PAGES
ABSTRACT.....	I
ACKNOWLEDGEMENT.....	II
LIST OF TABLES.....	III
LIST OF FIGURE.....	IV
CHAPTER 1	
INTRODUCTION	
Background of the Research.....	1
Problem statement.....	4
Research Objectives.....	6
Research Questions.....	6
Research Hypothesis.....	7
Significant of the Study.....	8
Limitation of the Study.....	9
Definitions of Terms.....	10
CHAPTER 2	
LITERATURE REVIEW	
Employee Performance.....	12
Leadership Theory.....	13
Servant Leadership.....	14
Servant Leadership and Employee Performance.....	16
The Elements of Servant Leadership	17
Conceptual Framework.....	21

**CHAPTER 3
RESEARCH METHODOLOGY**

Research Design.....	22
Sampling Frame.....	23
Population	23
Sampling Technique.....	23
Sampling Size.....	24
Units of Analysis.....	24
Instruments.....	25
Pilot Test Reliability.....	27
Data Collection Procedures.....	28

**CHAPTER 4
FINDINGS AND DISCUSSION**

Introduction.....	30
Normality.....	31
Survey Respond Rate.....	32
Profile of Respondents.....	33
Descriptive Statistics.....	39
Reliability.....	46
Level of Variables.....	48
Correlational Analysis.....	50

**CHAPTER 5
CONCLUSION AND RECOMMENDATION**

Conclusion.....	57
Recommendation	61

REFERENCES	63
-------------------------	-----------