

**THE RELATIONSHIP BETWEEN INTEGRITY AND JOB  
PERFORMANCE AT THE MINISTRY OF YOUTH AND SPORTS,  
PUTRAJAYA**

**AIDA ASYKIN BINTI ABDULLAH**

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)  
UNIVERSITI TEKNOLOGI MARA (UTM)**

**2019**

## **ABSTRACT**

The title of this study is the Relationship between Integrity and Job Performance. The purpose of this study was to determine the most factor of integrity that can influence job performance. The existence of integrity factor gives a major impact on the job performance. Integrity factors allow us to measure on what are the most factors that can influence in job performance in organization. This study also wants to determine the relationships between productivity, trust, and work ethics towards job performance at Ministry of Youth and Sports, Putrajaya.

The data were gathered through the questionnaires that were distributed to employees in Ministry Youth and Sports. The statistical population for this study was 170 respondents and only 118 questionnaires were usable for the sample of this study based on Krejcie and Morgan table. The reliability of the item in the questionnaires was measure by using Cronbach's Alpha either it was reliable or not. The Likert Scale was used to value all the items in this research which the list a set of statement and provides 1 point until 7 point scale for which the respondents can rate themselves the level of satisfaction or dissatisfaction with the statement.

The result testing by using SPSS Software and Pearson Correlation showed that there is significant and direct relationship between the relationships between productivity, trust, and work ethics towards job performance. The research questions will be answered to find out if there were findings indicated that there is positive, negative, strong and significant relationship or no relationship between productivity, trust and work ethics towards job performance among employees in Ministry of Youth and Sports, Putrajaya.

The researcher also discussed the finding using normality test, reliability test, descriptive analysis, correlation analysis and hypothesis testing.

As recommendation, researcher suggested several ideas for organization and future research.

*Key Words: Influence of Integrity, Effect on Job Performance, Productivity, Trust, and Work Ethics*

## **ACKNOWLEDGEMENT**

Alhamdulillah and all praise to Almighty Allah S.W.T. for providing me strength and patient to complete the report. I would like to take this opportunity to express my gratitude and deep regards to my advisor Madam Asma Shazwani binti Shari for her exemplary guidance, monitoring, motivating us and her constant encouragement by giving me ideas and references throughout the course of this report. Without her guidance and keep on motivate me to complete the report proposal, I might be unable to complete this research smoothly. The blessing, help and guidance given by her is showed how great she is as supervisor.

Next, I am extremely grateful to my parents and my families for their love, prayers, caring and sacrifices for educating and preparing me for my future. I would like to thanks to all of my team work and all my friends that help me whenever I need and giving me example and explain the ways on how to do for every chapter. Without them, I might be unable to find the best solution for the problem.

I also would like to show gratitude to my Research Methods Lecturer Dr. Hatinah binti Abu Bakar for teaching me and helps me with all the questions that I ask to her during classes. Finally, thank you for those who were involved directly or indirectly during the period of this report completeness.

Aida Asykin Binti Abdullah

December 20, 2019

Faculty of Business and Management

Universiti Teknologi MARA

## TABLE OF CONTENTS

<b>TITLE</b>	<b>PAGE</b>
<b>ABSTRACT</b> .....	<b>i</b>
<b>ACKNOWLEDGEMENT</b> .....	<b>iii</b>
<b>TABLE OF CONTENTS</b> .....	<b>iv</b>
<b>LIST OF TABLES</b> .....	<b>vi</b>
<b>LIST OF FIGURES</b> .....	<b>vii</b>
<b>CHAPTER 1</b> .....	<b>1</b>
<b>INTRODUCTION</b> .....	<b>1</b>
Background of the Study .....	2
Statement of the Problem .....	3
Research Objectives .....	6
Research Questions.....	6
Significant of the Study .....	7
Limitations of the Study .....	7
Definition of Terms .....	9
<b>CHAPTER 2</b> .....	<b>10</b>
<b>LITERATURE REVIEW</b> .....	<b>10</b>
Job Performance .....	11
Productivity .....	14
Trust .....	16
Work Ethics .....	17
Conceptual Framework .....	19
Research Hypothesis.....	20
<b>CHAPTER 3</b> .....	<b>21</b>
<b>METHODOLOGY</b> .....	<b>21</b>
Research Design .....	22
Sampling Frame .....	22
Population .....	23
Sampling Techniques .....	24