



**ANALYZING EMPLOYEE AWARENESS
TOWARDS QUALITY AT WISMA NEGERI,
NEGERI SEMBILAN**

NUR FATIN BINTI BAHRUM
2012253962

MOHD KHAIRANI BIN CHE JOHARI
2010739993

**THE BACHELOR OF BUSINESS ADMINISTRATION
(HONS.) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UITM BANDARAYA MELAKA**

JULY 2014



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS
HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

DECLARATION OF ORIGINAL WORK

WE,

**NUR FATIN BINTI BAHNUM , 910822-05-5012 & MOHD KHAIRANI BIN CHE
JOHARI, 880729-26-5387**

Hereby declared that :

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for these degrees or any other 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: _____

LETTER OF SUBMISSION

Date: 2nd July 2014

Head of Program
Bachelor of Business Administration (Hons.) Human Resource Management
Faculty of Business Management
Universiti Teknologi Mara
Bandaraya Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER (HRM 662)

Enclosed here is the research entitled **“IMPROVING QUALITY SERVICE IN GOVERNMENT SECTOR AT WISMA NEGERI”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

I hope this report will fulfill the requirement of Bachelor of Business Administration with Honours and also achieved the objectives of this study.

Thank you.

Ours faithfully,

NUR FATIN BINTI BHRUM
2012253962
BBA (HONS) HRM

MOHD KHAIRANI BIN CHE JOHARI
2010739993
BBA (HONS) HRM

TABLE OF CONTENT

Contents	Page
ACKNOWLEDGEMENT	IV
LIST OF TABLES	V
ABSTRACT	VI
Chapter 1	
1.1 Background of the Study	1
1.2 Background of the Organization	2
1.2.1 Vision	2
1.2.2 Development Strategy	3
1.2.3 Organization Chart	4
1.3 Problem Statement	5
1.4 Research Objective	8
1.5 Research Question	8
1.6 Hypotheses	8
1.7 Limitation of Study	9
1.7.1 Time Constraint	9
1.7.2 Sampling Technique	9
1.8 Significant of the Study	
1.8.1 Benefit to the employee	10
1.8.2 Benefit to the organization	10
1.8.3 Benefit to other researcher	10
1.9 Definitions of Terms	

ABSTRACT

The purpose of this study is to identify whether variable of reliability has a significant relationship to improve quality service in government sector; and whether variable of tangibility has a significant relationship to improve quality service in government sector; whether variable of responsiveness has a significant relationship to improve quality service in government sector; whether variable of assurance has a significant relationship to improve quality service in government sector; whether variable of empathy has a significant relationship to improve quality service in government sector at Wisma Negeri, Negeri Sembilan.

Researcher has used the questionnaire to obtain information from the respondents that have been selected. There are three parts of question in the questionnaire. The first part is asking about the demographic and the second part is asking about the independent variables of the research that includes Section A, B, C, D and E. They were then distributed to 100 employees as a respondents for this research study. Later, the questionnaires were being analysed through Statistical Package for the Social Science (SPSS).

Data analysis methods that has been used are frequency distribution, descriptive statistics, Cronbach's coefficient alpha and multiple regression analysis. The study found that there is a significant relationship between empathy variable and quality service. For reliability, tangibility, responsiveness and assurance is not significant with the dependent variable. Therefore, it is suggested that more study on employee awareness towards quality service can be conducted in organization in the future.