

UNIVERSITI TEKNOLOGI MARA

**THE EFFECT OF ORGANIZATIONAL
CITIZENSHIP BEHAVIOR
DIMENSIONS ON EMPLOYEE
ENGAGEMENT OF ROYAL
MALAYSIA POLICE IN KUCHING
DISTRICT**

DAYANG MAZURA BINTI ABG MADZHI

Dissertation submitted in partial fulfillment
of the requirements for the degree of
Executive Master of Administrative Science

Faculty of Administrative Science and Policy Studies

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CONFIRMATION BY PANEL OF EXAMINERS

I certify that a Panel of Examiners has met on 23 December 2017 to conduct the final examination of Dayang Mazura Binti Abg Madzhi on his Executive Master of Administrative Science Dissertation entitled "The effect of Organizational Citizenship Behavior Dimensions on Employee Engagement of Royal Malaysia Police in Kuching District" in accordance with Universiti Teknologi MARA Act 1976 (Akta 173). The Panel of Examiners recommends that the student be awarded the relevant degree. The panel of Examiners was as follows:

Kuldip Singh, PhD
Senior Lecturer
Faculty of Administrative Science and Policy Studies,
Universiti Teknologi MARA

Noni Harianti Binti Junaidi, PhD
Senior Lecturer
Faculty of Administrative Science and Policy Studies,
Universiti Teknologi MARA

Haji Saudi Bin Haji Narani, PhD
Senior Lecturer
Faculty of Administrative Science and Policy Studies,
Universiti Teknologi MARA

Thalany Kamri, PhD
Senior Lecturer
Faculty of Administrative Science and Policy Studies,
Universiti Teknologi MARA

**PROF SR DR HAJI
ABDUL HADI HAJI
NAWAWI**
Dean
Institute of Graduates Studies
Universiti Teknologi MARA
Sarawak
Date: 31st January 2018

AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.


I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student : Dayang Mazura Binti Abg Madzhi

Student I.D. No. : 2015753399

Programme : Executive Master of Administrative Science – AM770
Faculty of Administrative Science and Policy Studies

Dissertation Title : The effect of Organizational Citizenship Behavior on
Employee Engagement of Royal Malaysia Police in
Kuching District

Signature of Student : 

Date : 31st January 2018

ABSTRACT

The government is being one of the main service providers to the public, it expose complaints from public as the issues of service quality and service delivery have so far failed to meet the expectation of the ever demanding local communities. As Public Compliant Bureau (PCB) showed a bleak picture where Royal Malaysia Police (RMP) is among the highest complaint received was 343 complaints in 2016. Thus, in responding to PCB statistics and lack of depth research on government staff especially in Royal Malaysia Police, this research aims to determine the effect of Organizational Citizenship Behavior Dimensions on Employee Engagement among staff of Royal Malaysia Police. Generally, OCB is important for smooth functioning of an organization and performance of employee and organization as whole that leads to determine the relationship between two variables (organizational citizenship behaviour and employee engagement).The research design that is used in this study is descriptive research design. The study is focused at employees working in Royal Malaysia Police, Kuching District. The data are collected through structured questionnaire. The result of this study shows the findings may give potential input and believed to be significant and contribute further understanding about both variables in public sector.

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