

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE &
POLICY STUDIES**

**A STUDY OF THE RELATIONSHIP BETWEEN
LEADERSHIP EFFECTIVENESS AND JOB
PERFORMANCE IN BETONG DIVISION
ADMINISTRATION**

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The Declaration

I hereby declare that the work contained in this dissertation is my own except those which have been duly identified and acknowledged. If I am later found to have committed plagiarized or to have committed other forms of academic dishonesty, action can be taken in accordance with Universiti Teknologi MARA's rules and academic regulations.

Signed

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THE ABSTRACT

Abstract

Leadership effectiveness is very important to make sure the employees are in the high standard level of job performance. Each organization whether as public organization or private organization need a strong leaders in every aspect such as in this study that is Leading Self, Leading Others and Leading Organization. These three (3) competencies are very important that leaders should nurture as now a days public or customers' needs and demand are more advance and sophisticated. As one of government agencies in Sarawak, Betong Administration Division should develop such leaders in order to counter this kinds of customers. Complaints on bad services given by government staff thru *Talikhidmat* are keep exist every year and as a leader, this issues need to solve in an effective ways. Thus the main reason to conduct this study is to determine the relationship between leadership effectiveness and job performance of the employees as researcher want to see how far the job performance is affected by the leadership effectiveness. This study are to test the level of leadership effectiveness among the leaders and job performance among the employees. 107 out of 130 employees of Betong Administration Division respondent returned the questionnaire. The findings were share with the Administration Unit in Betong Resident Office for internal use. The SPSS 22 was used to measure the statistical for the quantitative items, data has been analyse and the results from the findings is, it is proven that there are positive relationship between Leadership effectiveness and Job performance among leaders and employees in Betong Administration Division. Therefore, the findings from this study will contribute to the positive climate inside the organizations as the identified leadership competencies are the important element of effective leaders that need to be nurture and develop by the present leaders and new leaders of Betong Administration Division.

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CHAPTER I

INTRODUCTION

1.0 INTRODUCTION

The speech from Sarawak State Secretary, YB Tan Sri Datuk Amar Haji Mohamad Morshidi Abdul Ghani during 2013 Public Service Day celebrations that held at the Borneo Convention Centre, Kuching where he said that;

"In 50 years of independence has brought much growth to Sarawak. Numerous accomplishments include the physical, economic and social. As we celebrate the success that has been realized, it would be acknowledged that this is the result of contributions from the public servants. Public servants is one of the major component contributing to the progress of the state and the country as well, as they translate and convey the vision and ideas of government as a development strategy and they, too, who carry it out."

In his speech he also mentioned that, the challenges and constraints faced by the civil servants in the responsibility of delivering services is enormous then until now. As the civil servants, they should master the role as versatile or 'multi-task' officer regardless duties entrusted to it, besides spirit of courage, the wisdom to make decisions and act fast in relieving tension and helping people. Therefore, without thought that we were leader, head of department or supporting staff, all of us is a public servants and as the term indicates, the exact purpose of public servant existence is to serve the public. The job as public servant is a noble cause for if it is done well. He added that "through our work, we can bring reality to the hopes, dreams and aspirations of others and ensure that their lives today is better than yesterday and that their tomorrow will be