

UNIVERSITI TEKNOLOGI MARA

**Selection of Academic Staff for
Excellent Service Award Using Fuzzy
Analytic Hierarchy Process Method**

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STUDENT'S DECLARATION

I certify that this report and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.



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ABSTRACT

In the tertiary educational level system, lecturers play the most significant role in forming competent and outstanding graduates. Some issues arose during the nomination and selection of the Excellent Service Award process to find rightful and eligible candidates for both lecturers and senior lecturers, where the selection and evaluation were organized without details of rubrics and guidelines. Besides, the purposes of this study are to develop the decision model to select the academic staff for the Excellent Service Award and to rank an eligible lecturer and senior lecturer based on selected criteria by using Fuzzy Analytic Hierarchy Process (FAHP), known as one of the methods in Multi-Criteria Decision Making (MCDM). The main four criteria involved in this study are Teaching and Learning, Supervision, Research, as well as Service and Administration. The results declared that the most suitable candidate for lecturers and senior lecturers to be selected for awards is the alternative with the highest normalized weight. This process would be helpful to the organization in achieving fair and effective reward management. The analysis of the results is performed using the Excel Spreadsheet.

Keywords: Lecturers, Senior Lecturers, Excellent Service Award, Multi-Criteria Decision Making, Fuzzy Analytic Hierarchy Process

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