

UNIVERSITI TEKNOLOGI MARA

“THE STUDY ON THE IMPORTANCE OF EMPOWERMENT
PRACTICE IN THE JABATAN PENDAFTARAN NEGARA (JPN)
SABAH”

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DECLARATION

I hereby declare that the work contained in this research proposal is my own except those which have duly identified and acknowledge.

Signed



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TABLE OF CONTENT

CHAPTER 1: INTRODUCTION		PAGE
1.1	Introduction	1-2
1.2	Problem Statement	3
1.3	Research objectives	4
1.4	Scope of the study	4
1.5	Significance Of Study	5
1.6	Definition Of Terms/concepts	5-6
CHAPTER 2: LITERATURE REVIEW & CONCEPTUAL FRAMEWORK		
2.1	Literature review	7-16
2.1.1	Conceptual framework	17
	Dependent Variables-Empowerment practice within the Registration Department	18
2.1.2	Independent Variables- Employees Reaction	18
2.1.2.1	Job Satisfaction	18
2.1.2.2	Employees' involvement	19
2.1.3	The Effectiveness of empowerment	19
2.2.3.1	Employees' performance	19
2.2.3.2	Self Confidence	20
2.2.3.3	Productivity	20
2.2.4	Employee Perception	20
2.2.4.1	Personal Understanding	20
2.2.4.2	Attitude	21

CHAPTER 3: RESEARCH METHOD

3.1	Research Design	22
3.2	Unit Of Analysis	22
3.3	Sampling Size	22
3.4	Sampling Technique	22
3.5	Measurement/instrument	23
3.6	Data Collection	23
3.7	Data Analysis	24

CHAPTER 4: FINDING AND ANALYSIS

4.1	Reability Test	25
Frequencies		
4.2	Respondent Background	26-27
4.3	Employees' Perception	28-29
4.4	Employees Reaction	30-32
4.5	The Effectiveness of Empowerment.	33-34
4.6	The important of empowerment practice in Registration Department	35
4.7	Spearman's rank order- correlation	
4.7.1	Spearman's rank order- correlation-Variable 1.	36-37
4.7.2	Spearman- Variable 2	38
4.7.3	Spearman- Variable 3.	39

CHAPTER 5: DISCUSSION AND CONCLUSION

5.1	Discussion	40-42
5.2	Conclusion	43-44
5.3	Recommendation	45
5.3.1	Share goals and direction	45
5.3.2	Empower some authority and Impact Opportunities, Not Just More Work	45

Chapter 1

1.1 Introduction

The JPN, Sabah is the department under the Ministry of internal affairs, being responsible to register the important events that are related with every individual, such as birth, adoption, marriage and divorce. Besides that, the JPN is also responsible to identify the citizenship of the individual and provide the identification document, such as identity card to those that qualify. The implementation of empowerment practice within the organization such JPN are said to be an effective way in enhancing the employees performance, however its effect are actually depending on how the management tackle the employees perception, reaction and how effective the practice which can lead towards the success of these practice which is mean the more prove provide by the organization towards its employees regarding the empowerment, the more importance the empowerment program.

Empowerment has been described as a means to enable employees to make decisions (Bowen and Lawler, 1992) and as a personal phenomenon where individuals take responsibility for their own actions (Pastor, 1996). The first definition relates to how management facilitates and implements the empowerment culture, while the second emphasizes the importance of the individual in the truly successful application of empowerment. Wing (1996) uses the term personal empowerment in relation to business consultants and views it as a strong self-analytical tool, which allows them to