



**THE EFFECTIVENESS OF EMPLOYEE'S SELECTION PROCESS AT
PEJABAT SETIAUSAHA KERAJAAN NEGERI (SUK), PERLIS**

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ABSTRACT

The purpose of this study was to determine the effectiveness of employee's selection process in government sector. The aim of this study was to gain an understanding the effectiveness of employee's selection process at Pejabat Setiausaha Kerajaan Negeri (SUK), Perlis. Data was collected from a population of 98 employees who worked in SUK.

The 13 agencies under SUK involved in this study were Pejabat Setiausaha Kerajaan Negeri (SUK), Jabatan Pertanian, Jabatan Pengawalan Vektor, Pejabat Tanah Dan Galian, Pejabat Haiwan and Jabatan Pengairan Dan Saliran. All employees at various levels of positions who in SUK with less than 3 years' experience were involved in this study.

Questionnaires were distributed personally to the 98 newly recruited employees in SUK. All 98 questionnaires (100% return rate) were completed and returned. The findings indicated that the SUK faced some problems during its selection process such as the candidates did not have good qualifications and lacking in experience. In order to solve this problems, the researchers suggest that SUK needs to review its salary and benefits, improve on it's working conditions, provide better pay, better recognition, employed better qualified staff and practise better management.

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CHAPTER 1

INTRODUCTION

Background of the study

Selecting good employees for an organization for example government department is indeed one of the most crucial and critical aspects of running an organization. The selection decision has always been important as the way for a company to obtain the human resource that is appropriate for the job and company (Torrington and Hall, 1998).

In most organizations, selection is an ongoing process. Selection is the process of choosing individuals who have the needed qualifications to fill jobs in an organization. Without qualified employees, an organization is less likely to succeed (Robert L. Mathis and John H. Jackson, 2003).

Almost all businesses in an organization employ professional Human Resource Managers to organize and supervise the hiring, training, and evaluation of their employees. Following a job analysis, practitioners are left to decide which procedures to include in the selection process. Employers must make hiring decisions, they have no choice about that. But they can choose which methods to use in making those decisions (Schmidt and Hunter 1998).