



الجامعة  
UNIVERSITI  
TEKNOLOGI  
MARA

FACULTY OF ADMINISTRATIVE SCIENCE  
AND POLICY STUDIES

The Relationship Between System Star Rating And  
Civil Servant Motivational And Commitment Level

MARVIN NASIB DARANPIN  
2012779079

NABILA ISMAIL  
2012178939

DEC 2015

## **ACKNOWLEDGEMENT**

First and foremost we would like to thank God for giving us the encouragement and strength to face the challenges and difficulties to complete my study, especially in conducting this research.

Besides that, we would like to sincerely thank my supervisor, Madam Dg Siti Noor Saufidah bt Ag Mohd Saufi who has given us a lot of help, support, advice, comment, guidance and suggestions in completing our final year project.

We would like to thank our family members who have supported us physical and mentally during the completion of this thesis. We want to acknowledge and truly appreciate all the lectures of Faculty of Administrative Science and Policy Studies for their constant encouragement and support throughout the period of this research project.

Last but not least, we want to thank all the people who were involved directly or indirectly in the process of completing this study.

## **Abstract**

This study was conducted to investigate the motivation and commitment level of employees towards their job after the System Star Rating and to investigate the relationship between the stars awarded and motivation and commitment level in two different public agencies. In total, 60 usable questionnaires were obtained in two public organization located at Kota Kinabalu, Sabah which are the Suruhanjaya Perkhidamatan Awam Negeri Sabah and Kementerian Perindustrian Infrastruktur. Both of these organizations have different stars rewarded. The result indicated that the relationship between stars awarded is significantly correlated with motivation and commitment of employees towards their job. This study also discussed the implication of this findings, limitations and recommendations for organization further study.

## TABLE OF CONTENT

Clearance of Submission		i.
The Declaration		ii.
Acknowledgement		iii.
Abstract		iv.
<b>CHAPTER ONE :</b>	<b>INTRODUCTION</b>	
1.1	Background of the Study	1
1.2	Problem Statement	4
1.3	Research Objective	5
1.4	Research Question	6
1.5	Scope of the Study	7
1.6	Significant of the Study	8
1.7	Definition of Key Terms	9
	1.7.1 System Star Rating	9
	1.7.2 Motivation	10
	1.7.3 Commitment	10
<b>CHAPTER TWO :</b>	<b>LITERATURE REVIEW</b>	
2.1	Introduction	11
2.2	The System Star Rating	11
2.3	Motivation of Employees	13
2.4	Recognition and Motivation of Employees	16
2.5	Commitment of Employees	21
2.6	Recognition and Commitment of Employees	23
2.7	Conceptual Framework	26
	2.8.1 Independent Variables	27
	2.8.2 Dependent Variables	27
<b>CHAPTER THREE :</b>	<b>RESEARCH METHODOLOGY</b>	
3.1	Research Design	28
3.2	Unit of Analysis	28
3.3	Sample Size	28
3.4	Sampling Technique	29
3.5	Instrument and Measurement	29
3.6	Data Collection Method	30
3.7	Data Analysis	31
<b>CHAPTER FOUR :</b>	<b>FINDINGS AND ANALYSIS</b>	
4.1	Introduction	32
	4.1.1 Reliability Test	
4.2	Profile of Respondents	33
	4.2.1 Profile of the Respondents	
4.3	Descriptive Statistics on Perception towards System Star Rating	35
	4.3.1 Motivational and Commitment Level of Employees Response	38

4.4	Correlation Analysis	44
4.4.1	Correlation between Motivation and Commitment towards Star Awarded	46
4.4.2	Cross-Tabulations of the Motivation Level and Organizations of Respondent	47
4.4.3	Analysis of comparison on the Motivation Level and Organizations of Respondent	48
4.4.4	Cross-Tabulations of the Commitment Level and Organization of Respondent	49
4.5	Analysis of comparison on the Commitment Level and Organization of Respondent	50
4.5.1	Cross-Tabulations of the Motivation Level and Gender of Respondent	51
4.6	Analysis of Comparison on the Motivation Level and Gender of Respondent	52
4.7	Analysis of Comparison on the Commitment Level and Gender of Respondent	54
<b>CHAPTER FIVE :</b>	<b>DISCUSSIONS AND CONCLUSION</b>	
5.1	Introduction	58
5.2	Discussion	58
5.3	Limitations of study	65
5.4	Recommendations	67
5.5	Conclusion	68
<b>REFERENCES</b>		70
<b>APPENDICES</b>		74