



**Faculty of Administrative Science
& Policy Studies
Universiti Teknologi MARA**

ADS554

**A STUDY ON
THE EFFECTIVENESS OF PERFORMANCE APPRAISAL AT
MUIS**

**PREPARED BY:
ZULYAZRIE B. ABD RASA
(2007138019)**

**PREPARED FOR:
P.M. MAT ZIN MAT KIB**

ACKNOWLEDGEMENT

First of all I would like to thank Allah swt upon His blessing and gift for us to complete our project. I am grateful because I have been given the chance to further my study at University Technology MARA in Bachelor of Administrative Science (Hons) and thus, do my research paper, which I believe will be a very good opportunity for me to gain knowledge apart from completing the requirement in this course.

Other than that, I want to thank to Mr. Haijon Gunggut and Mdm. Dayang Siti Noor Saufidah, who were the lecturer for the subject of ADS 501, as well as my supervisor, Prof Madya Mat Zin b. Mat Kib because they had teach, guide and help me in preparing my research proposal.

I also want to thank my parents for giving me supports in terms of motivation and financial, in my preparation of this research proposal.

Last but not least, I also want to thank my friends for helping me in completing my research.

Table of contents

Chapter 1	:	Introduction	
1.1		Introduction	6
1.2		Problem Statement	7
1.3		Research Objectives	8
1.4		Scope of the Study	8
1.5		Significance of the Study	9
1.6		Definition of Terms/Concepts	9
Chapter 2	:	Literature Review & Conceptual Framework	
2.1		Literature Review	11
2.1.1		Performance appraisal effectiveness	
2.1.2		Impact of performance appraisal	
2.1.3		Employees perception	
2.2		Conceptual Framework	14
Chapter 3	:	Research Method	
3.1		Research Design	17
3.2		Unit of Analysis	17
3.3		Sample Size	17
3.4		Sampling Technique	17
3.5		Measurement/Instrument	18

3.6	Data Collection	19
3.7	Data Analysis	19
Chapter 4 :	Finding and Analysis	
4.1	Rate of reliability test	20
4.2	Frequencies	21
4.2.1	Section A : Respondent background	21
4.2.2	Section B : Performance appraisal execution	22
4.2.3	Section B: Impact of performance appraisal	24
4.2.4	Section B: Employee's perception	26
4.3	Finding by objective	28
Chapter 5 :	Discussion and conclusion	
5.1	Discussion	30
5.2	Conclusion	33
5.3	Recommendation	33
5.4	Limitation	34
	Appendix	36
	References	53

CHAPTER1

INTRODUCTION

1.1 Introduction

By definition, a performance appraisal is a formal evaluation of an employee's job performance. To conduct a formal performance appraisal, the manager must complete an evaluation document and conduct an oral review with the employee who is being evaluated.

This process involves providing the employee with feedback regarding how well he or she is performing the essential functions of his or her job. Performance appraisals usually assess how well the employee executes job duties, overall efficiency, as well as the outcomes, or results, of his or her activities.

In this research proposal, the organization that will be used is Majlis Ugama Islam Sabah, which is one of the government agencies in Sabah. It is located at Sembulan in Kota Kinabalu Sabah.