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**LIMITLESS MIND:**  
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ABSTRACTS BOOK

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# COACHING ASSESSMENT SYSTEM (CAS-V2)

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## ABSTRACT

Management Coaching Role is the management's coaching style that links the role of immediate superiors and employees in an organisation. Findings of a recently conducted study highlight that the relationship between coaching style is able to influence employees' behaviour. This is in line with the government's aspiration, as illustrated in the fifth pillar of 10th Malaysia Plan (10MP), that clarifies the importance of quality human capital can contribute to the improvement of country's economics and productivity. The third pillar in the Human Resource Development Strategic Plan (PSKSM 2016-2020) also clarifies the importance of managing quality employees through coaching method for the purpose of improving work performance. Furthermore, the SmartPLS method was used to evaluate the validity and reliability of the study questionnaire. The results show, role of immediate superiors in coaching employees is highly required as they are the closest individuals to the employees. Therefore, this **Coaching Assessment System (CAS)** is introduced to assess the coaching practice carried out by immediate superiors with their supervised employees in the public service sector. The system also able to assist the organization in improving tasks effectiveness and employees' performance through the enhancement of management role in coaching employees at the workplace.

**Keywords:** CAS, management coaching, employees' performance, public service

## 1. INTRODUCTION

The third pillar of the six key pillars in the Human Resource Development Strategic Plan 2016-2020 [1] explains how to manage quality employees in the public service. Coaching is one of the recommended methods to manage the working relationship between supervisors and supervised employees. The Coaching Assessment System (CAS) is able to help organisations to measure the effectiveness of coaching practices practised within the organisations, by identifying the key mechanisms or characteristics of managers as effective coaches (Kim et.al 2015). CAS is one of the first

coaching/mentoring assessment systems introduced in the public service, the Federal Government of Malaysia. This system is a guide or benchmark in assessing the effectiveness of coaching practices practised by managers within working hours, in which the assessment results will be used as a reference to see the strengths or weaknesses of a manager in carrying out the coaching task. Coaching Assessment System (CAS) will improve leadership style by helping organisations to measure the effectiveness of coaching practices within the organisations, via identifying the key mechanisms or characteristics of managers as effective coaches.

## 2. MATERIAL AND METHOD

Figure 1 and 2 show the research database user's application interfaces.

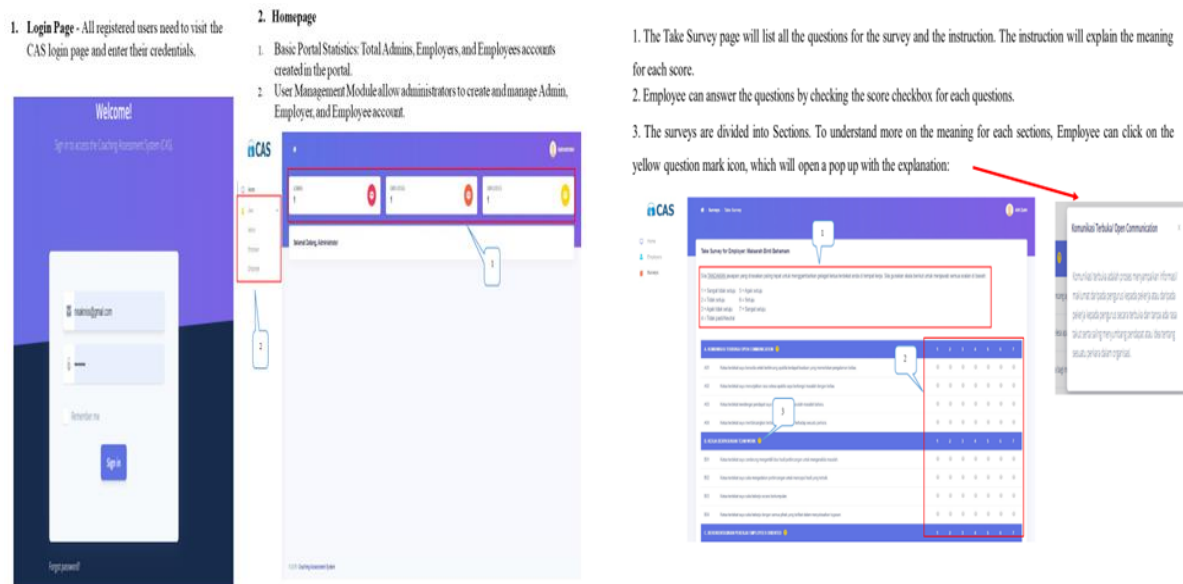


Figure 1. CAS-V2 Interfaces

### ADDITIONAL FUNCTION FOR CAS-V2/2020

1. Employer capable to access individual assessment results (%) by their employees.

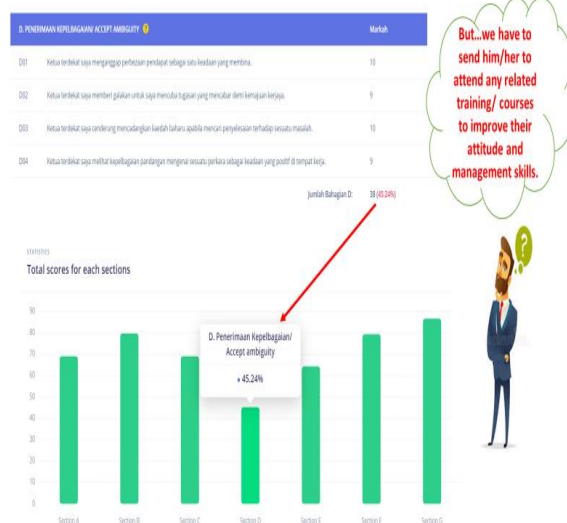
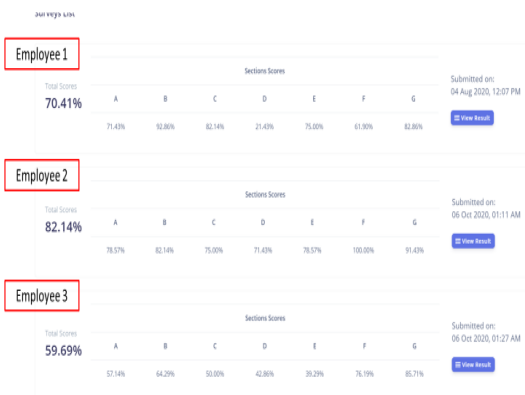


Figure 2. CAS-V2 Interfaces

## REFERENCES

1. Human Resource Development Strategic Plan 2016-2020.
2. Kim, S., & Kuo, M.H. 2015. Examining the relationships among coaching, trustworthiness, and role behaviors: a social exchange perspective. *The Journal of Applied Behavioral Science* 51(2): 152-176.



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Tarikh : 30 Ogos 2022

YBhg. Profesor Ts Sr Dr Md Yusof Hamid, PMP, AMP  
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Kelulusan daripada pihak YBhg. Profesor dalam perkara ini amat dihargai.

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