DETERMINANTS OF EMPLOYEE ENGAGEMENT IN ROYAL MALAYSIAN CUSTOMS DEPARTMENT (RMCD) AT JALAN PAROI-SENAWANG, NEGERI SEMBILAN

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ABSTRACT

This research had been conducted to analyze the determinants of employee engagement in Royal Malaysian Customs Department (RMCD) at Jalan Paroi-Senawang, Negeri Sembilan. In this research, the researcher had listed three variables such as role benefit, job autonomy and employee engagement. Moreover, this research had been conducted by using Simple Random Sampling method. Questionnaire had been distributed to obtain data from respondents in the organization. In addition, there are 123 of officers and staffs in this organization. Therefore, 92 of them have been selected as the respondents for this research. So, the findings have revealed that role benefits is significant, positive and very strong relationship with employee engagement. Meanwhile, job autonomy is significant, positive and strong relationship with employee engagement. Last but not least, these findings showed that role benefits is the most influential factor impact on employee engagement in RMCD.