

**THE EFFECTIVENESS OF FEEDBACK AMONG MALAYSIAN
GOVERNMENT EMPLOYEES IN MALAYSIA**

**Prepared for:
PUAN NORLAILI BINTI HARUN**

**Prepared by:
NORAFIZA BINTI BIAT
NORHAZIRA BINTI RESELI
SITI SALWA BINTI JOHARI
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY**

2009

ABSTRACT

Nowadays, managers feel uncomfortable in giving feedback, especially when it is negative. They do not know how to make feedback a constructive experience, how to give feedback or how specific to make it without sounding self-serving. They are worry that the person receiving the feedback will be defensive, ignore the message or will blame them. According to Xavier (2002), feedback can guide, motivate, and reinforce effective behaviors and reduce or stop ineffective behaviors. Although, feedback is an important management tool, many people feel uncomfortable in giving and receiving feedback. This study tries to identify the best methods of giving feedback, the best ways to receive feedback and the benefits of giving feedback to the staffs at Mara University of Technology (UiTM), Jengka, Pahang. In order to gather data and information about the effectiveness of feedback among the staffs, we use the questionnaires. Therefore, we had selected three departments randomly: Student Affairs Division, Academic Affairs Division Administrative Department. Besides that, we had chosen 30 of respondents from those departments to answer our questionnaires. This study found that the staffs at the three departments are more prefer face-to-face, suggestion box and Short Messaging Service (SMS) as the best methods to receive feedback. They also can receive feedback at any time without having any specific time. When giving feedback, it should be clearly defined and used easy language, so the staff will easily understand and accept it in a good manner. Besides that, by providing feedback, it will help the staffs at the three departments increase their job performance and can identify their weaknesses.

ACKNOWLEDGEMENT

Firstly, we would like to greatly thankful and praise to Allah S.W.T because of His mercy and generosity we are able to accomplish our research. This research paper is the important parts to fulfill the requirements of the Research Method course. We would like to thank everyone that has given us guidance and support to complete this research.

In this opportunity we would like to give our special appreciation to our beloved Supervisor, Puan Norlaili Binti Haji Harun, who guides us to accomplish this research. This research could not been written successfully without her assistance, support and sacrifice. We also would like to give special thanks and appreciation to Tuan Hj Abdul Razak because he gave us knowledge and passionate to accomplish this research.

Last but not least, we wish to thank to all of the people and party, especially to our parents, classmate and course mate in given us their cooperation and also encouragement to conduct this research. Your kindness and cooperation is highly appreciated.

Thank you very much.

TABLE OF CONTENTS

	Page
LIST OF TABLES.....	i
LIST OF FIGURES.....	ii
CHAPTER 1	
INTRODUCTION	
1.0: Background of the Study.....	1-3
1.1: Statement of the Problem.....	3
1.2: Research Objectives.....	4
1.3: Research Questions.....	4
1.4: Significance of the Study.....	4-5
1.5: Limitation of the Study.....	5
1.6: Definition of Terms.....	6
CHAPTER 2	
LITERATURE REVIEW	
2.0: Introduction.....	7
2.1: Why Employees Seek Feedback.....	7-8
2.2: Communication through Effective Feedback.....	9-10
2.3: Understand the Feedback.....	10-11
2.4: The Benefits of Feedback.....	11
2.5: Conceptual Framework.....	12
CHAPTER 3	
METHODOLOGY	
3.0: Introduction.....	13
3.1: Research Design.....	13-14
3.2: Population.....	14
3.3: Sampling Frame.....	14
3.4: Sampling Technique.....	14
3.5: Sample Size.....	15
3.6: Unit of Analysis.....	15
3.7: Research Instrument.....	16
3.8: Validity of Instrument.....	16
3.9: Data Collection Procedures.....	17
4.0: Plan for Data Analysis.....	17
CHAPTER 4	
FINDINGS	
4.0: Introduction.....	18
4.1: Response Rate.....	19
4.2: Demographic Background of Respondents.....	19-23
4.3: The Effectiveness of Feedback at Workplace.....	24-58

CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

5.1: Introduction.....59
5.2: Demographic Profile of Respondents.....59-60
5.3: Conclusions.....60-64
5.4: Recommendations..... 65
5.5: Suggestions for Future Research.....66

REFERENCES.....67

APPENDICES.....68

Appendix 1: Follow-up Letter..... 69-71
Appendix 2: Permission Letter..... 72
Appendix 3: Questionnaire..... 73-76
Appendix 4: Data Analysis..... 77-94
Appendix 5: Staff’s Name List..... 95-104