



“THE STUDY ON THE EFFECTIVENESS OF MANAGEMENT SYSTEM TOWARDS
EMPLOYEES’ PRODUCTIVITY AT SESB KOTA KINABALU”

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EXECUTIVE SUMMARY

This study is entitled **“THE STUDY ON THE EFFECTIVENESS OF MANAGEMENT SYSTEM TOWARDS EMPLOYEES’ PRODUCTIVITY AT SESB KOTA KINABALU “**.

Management system is the basic element that must exist in such company. Without a good management system, it would be very difficult to a company to run smoothly. Since SESB is the major provider for the electricity in Sabah, they should have an excellent management system in order to be effective in their daily work and operation. Thus, SESB is look forward to find ways to improve their management systems. As part of that, a feedback from the respondents are taken and analyzed by the researcher. The significant of this study will give good impact especially to the Sabah Electricity Sdn Bhd (SESB) Kota Kinabalu, then to the respondents and lastly to the researcher as well. In this study, two types of data collection are used. There are primary and secondary data. Primary data are collected through the questionnaire that had answered by the respondents (SESB staffs) and secondary data are collected from the several sources that are relevant to this study such as reference books, internet website and SESB magazine. There are two types of secondary data that used in this study which includes internal and external data. Internal data is referring to the data that gathered from the organization where the research is carried out such as the Annual report and magazines. While, external data is refer to the data collected outside the organization such as from the internet, projects paper and the published document that already exist for reference. Based on the finding and analysis, the researcher had found the conclusion and several recommendations towards improving the current management system of SESB Kota Kinabalu.