

**UNIVERSITI TEKNOLOGI MARA**

**A STUDY ON THE RELATIONSHIP BETWEEN  
EMPLOYEES' WORK ENGAGEMENT AND  
THEIR PERFORMANCE APPRAISAL AT POLICE  
HEADQUARTERS, KOTA BHARU, KELANTAN**

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**ABSTRACT**

The purpose of this study was to find out the relationship between performance appraisal and employees' engagement at Police Headquarters, Kota Bharu, Kelantan. A performance appraisal is designed to evaluate how police officers perform their role and to identify any areas where training may be required. The study was based on these objectives; to identify the most affecting factors of getting high performance appraisal result towards employees' engagement (police officers; corporal and below), and to find out the relationship between performance appraisal and the engagement among employees. The surveys conducted among police officers at Police Headquarters, Kota Bharu, Kelantan and the populations covers 8 police stations which are at Kota Bharu, Kubang Kerian, Pengkalan Chepa, Binjai, Badang, Nilam Puri, Melor, Ketereh and Kok Lanas. The sample size of respondents consisted of 86 employees since the total officer employees who are in Corporal and below of was 118 employees and this number was taken out based on the Krejcie and Morgan table. Therefore, the questionnaires were distributed among 86 employees in the organization by using the simple random sampling to get reliable key informants. The data collected were analyzed by statistical methods through IBM Statistical Package for Social Science (SPSS) software version 22.0. There were more factors that could affect the engagement among employees in an organization. However, only three factors were chosen to study in this research. The Level of Trust, Level of Training and Communication, and Management Process are the factors that to be considered in Performance Appraisals of the Employees' Engagement. From these three factors, the study finds out that Performance Appraisal had a significant relationship with Employee's Engagement. It was found that the Level of Trust was the strongest factor that can contribute high performance appraisal of the employees in Police Headquarters, Kota Bharu Kelantan. Then, it was found that the Level of Training and Communication also had a strong positive relationship. Therefore, the result of this study showed that all variables were significant and correlated with another.

**Keywords:** Performance Appraisal, Employees' Engagement, Trust, Training, Communication

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