



**ORGANIZATIONAL EFFECTIVENESS IN TWO STATE GOVERNMENT OFFICES
IN BATU PAHAT**

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ABSTRACT

The purpose of this study was to determine organizational effectiveness in two state government offices in Batu Pahat. For this research, individual employee in two state government offices in Batu Pahat were assessed to determine if they were differences in levels of recognition, trust, empowerment and praise on organizational effectiveness. The questionnaires consists of 55 questions and is divided into six sections. Demographic variables were also assessed to determine whether a relationship existed with organizational effectiveness. This research is quantitative research which used the self-administered questionnaires as instruments to collect data, whereby the data was gathered from each employees in two state government offices in Batu Pahat, which consists of both managerial and lower level employees. The researcher distributed 140 questionnaires to employees from different departments of two state government offices in Batu Pahat. From 140 questionnaires that have been distributed, the researcher managed to successfully record 103 responses which is about 73.6% response rate by using simple random sampling method. The percentage rate is still acceptable as the minimum acceptable responses are 70%. The data collected is then evaluated by using Statistical Package for Social Science (SPSS) version 23.0 in order to depict the research questions, research objectives, and also research hypotheses of the study. Thus, Multiple Regression Analysis indicates that only praise has significant relationship with organizational effectiveness. However, no significant relationship between recognition, trust and empowerment. Regression analysis also reveals that praise has highest value which is 0.464 where it is the most influential independent variable towards organizational effectiveness in two state government offices in Batu Pahat.

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