LEARNING ORGANISATION
AND JOB PERFORMANCE
AMONG UiTM PERLIS STAFF

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LEARNING ORGANISATION AND JOB PERFORMANCE AMONG UiTM PERLIS STAFF

By

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DECLARATION

I declare that the thesis work described in this research paper is my own work (unless otherwise acknowledged in the text) and that there is no previous work which has been previously submitted for any academic Master's program. All sources quoted have been acknowledged by reference.

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ABSTRACT

The purpose of this study is to investigate the existence of Learning Organisation dimensions in UiTM, specifically in UiTM Perlis and its relationship with Job Performance of the staff, both academic and non-academic. By investigating the effect of the dimension on staff job performance, this study should also determine which dimensions have the most effect on job performance of staff in that campus. 260 respondents were involved in this study. Ultimately, the descriptive analysis result shows that all of the learning organisation dimensions do exist in UiTM Perlis at moderate levels. By using multiple regression analysis, collectively, all seven dimensions are proven to have a positive relationship with job performance of the staff in the campus but individually, it indicates that only three dimensions have a significantly positive relationship with job performance and one with a significantly negative relationship with job performance. The three positively significant dimensions are promote inquiry and dialogue, create systems to capture and share learning, and connect the organisation to its environment. The negatively significant dimension is encourage collaboration and team learning, The three insignificant dimensions are create continuous learning opportunities, empower people toward a collective vision and provide strategic leadership for learning. Using the analysed results, the study discusses the implication of the results and proposes a few recommendations to be considered by the organisation and future researchers.

ABSTRAK

Kajian ini bertujuan untuk menyiasat kewujudan dimensi organisasi pembelajaran di UiTM, khususnya di UiTM Perlis dan hubungannya dengan prestasi kerja kakitangan, akademik dan bukan akademik dari semua peringkat, jabatan-jabatan dan gred jawatan. Dengan menyiasat kesan dimensi terhadap prestasi kerja kakitangan, kajian ini juga akan menentukan dimensi yang mana satu yang akan memberikan paling banyak kesan terhadap prestasi kerja kakitangan di kampus tersebut. 260 orang responden telah terlibat dalam kajian ini. Akhirnya, hasil analisis deskriptif menunjukkan bahawa kesemua dimensi organisasi pembelajaran memang wujud di UiTM Perlis pada tahap yang sederhana sahaja. Dengan menggunakan analisis regresi berganda , secara menyeluruh kesemua tujuh dimensi terbukti mempunyai hubungan yang positif dengan prestasi kerja kakitangan di dalam kampus. Walaubagaimanapun secara individu, ia menunjukkan bahawa hanya tiga dimensi mempunyai hubungan yang signifikan secara positif dengan prestasi kerja dan satu dimensi mempunyai hubungan yang signifikan secara negatif dengan prestasi kerja. Tiga dimensi yang signifikan secara positif tersebut adalah mempromosi pertanyaan dan dialog, mencipta sistem untuk menangkap dan berkongsi pembelajaran, dan menghubungkan organisasi dengan persekitarannya. Satu dimensi yang siginifikan secara negatif adalah menggalakkan kerjasama dan pasukan pembelajaran. Tiga dimensi yang tidak signifikan adalah mewujudkan peluang-peluang pembelajaran berterusan, memperkasakan rakyat ke arah visi kolektif dan menyediakan kepimpinan strategik untuk pembelajaran. Daripada keputusan yang telah dianalisa itu, kajian ini akan membincangkan implikasi keputusan tersebut serta memberikan beberapa cadangan untuk dipertimbangkan oleh organisasi dan pengkaji-pengkaji pada masa hadapan.

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LIST OF ABBREVIATIONS

Abbreviation		Meaning
JPA	=	Jabatan Perkhidmatan Awam
KPI	=	Key Performance Indicator
KRA	=	Key Result Area
MARA	=	Majlis Amanah Rakyat
MOE	=	Ministry of Education
MOHE	=	Ministry of Higher Education
RIDA	=	Rural and Industrial Development Authority
UiTM	=	Universiti Teknologi Mara

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

This study investigates the existence of Learning Organisation dimensions in UiTM, specifically in UiTM Perlis and its relationship with Job Performance of the staff, both academic and non-academic, from all levels, departments and job grades. This chapter outlines the background of the study, the problem statement of the study, the research questions, the objectives of the study, the significance of the study, scope of the study, limitations faced in doing the study and the organisation of the thesis is also presented in this chapter.

1.2 BACKGROUND OF THE STUDY

In the public sector, including public universities, staff are the most valuable assets that can determine the performance and delivery of service to the public. The staff would also be the one who will also help to improve and enhance the sector. Not surprising why the performance of the staff in the sector, especially in concerned with the issues of good governance, is always being highlighted by the media and the public. Public sector staff performance would include activities that will ensure that the goals or key performance indicators set by the government or management, are consistently being met in an effective and efficient manner.

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