

**MANAGERIAL COMPETENCY AND JOB
PERFORMANCE AMONG VETERINARY OFFICERS
IN THE DEPARTMENT OF VETERINARY SERVICES
MALAYSIA**

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VETERINARY OFFICERS IN THE DEPARTMENT OF VETERINARY
SERVICES MALAYSIA**

By

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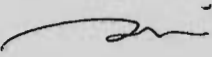
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ABSTRACT

This quantitative research paper entitled Managerial Competency and Job Performance among Vet-officer in the Department of Veterinary Services (DVS) Malaysia, aims to investigate the relationship between managerial competencies and job performance among the Vet-officers of DVS Malaysia. The managerial competencies comprised of planning & organizing, leadership, controlling and personal attribute. The respondents from this study comprised of 105 Vet-officers from DVS Malaysia. Data were analyzed using Statistics Package for Social Science (SPSS) version 17. Test conducted were Pearson's correlation and regression. The results of the study showed that the level of managerial competency and overall job performance among Vet-officer are at moderate level. This study also showed that only personal attributes had a positive and significant influence on employee job performance. Overall, the four dimension of managerial competency jointly explained about 23 per cent of the variance in job performance. Therefore, it can be concluded that personal attributes were an important predictor of job performance. Based on this finding, it is important to note that in an effort to improve job performance of employees, problem of personal attributes must be encountered before embarking on improving the competency of the employee.

Key word: Job Performance, Managerial Competencies, Vet-officer, DVS

ABSTRAK

Kertas penyelidikan kuantitatif bertajuk Kompetensi Pengurusan dan Prestasi Kerja di kalangan pegawai Veterinar di Jabatan Perkhidmatan Veterinar (JPV) Malaysia , bertujuan untuk mengkaji hubungan antara kompetensi pengurusan dan prestasi kerja di kalangan pegawai Veterinar di JPV Malaysia. Kompetensi pengurusan terdiri daripada perancangan & organisasi , kepimpinan , kawalan dan sifat peribadi . Responden kajian ini terdiri daripada 105 pegawai Veterinar dari JPV Malaysia . Data dianalisis dengan menggunakan Pakej Statistik untuk Sains Sosial (SPSS) versi 17. Ujian yang dijalankan adalah korelasi Pearson dan regresi berganda. Keputusan kajian menunjukkan bahawa tahap kompetensi pengurusan dan prestasi kerja di kalangan pegawai Veterinar adalah pada tahap sederhana. Kajian ini juga menunjukkan bahawa hanya sifat-sifat peribadi mempunyai pengaruh yang positif dan signifikan terhadap prestasi kerja. Secara keseluruhan, empat dimensi kompetensi pengurusan secara bersama menjelaskan kira-kira 23 peratus daripada varians dalam prestasi kerja. Kesimpulannya, sifat-sifat peribadi merupakan varians yang penting dalam prestasi kerja. Berdasarkan hasil kajian ini, masalah berkaitan sifat-sifat peribadi perlu ditangani terlebih dahulu sebelum memulakan usaha bagi meningkatkan prestasi pekerja.

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LIST OF ABBREVIATION

Abbreviation		Meaning
DVS	=	Department of Veterinary Services
Vet-officers	=	Veterinary Officers
NKEA	=	National Key Economic Area
EPP	=	Entry Point Project
NAP4	=	National Agriculture Policy 4
GDP	=	Gross Domestic Product
WTO	=	World Trade Organisation
AFTA	=	Asian Free Trade Agreement
JPV	=	Jabatan Perkhidmatan Veterinar

CHAPTER 1

INTRODUCTION

1.2 Background of Study

Delivering quality services to the public has been the interest of Department of Veterinary Services (DVS) since its first establishment in 1888. It is imperative as it eventually reflects the competency and effectiveness of the whole government machinery. With fierce global challenges to face, organizations worldwide have recognized people as the most treasured resource for sustainable organizational development (Tzafir, Meshoulam & Brunch, 2007).

It is vital that civil servants be more professional in performing their tasks. This calls for civil servants to be practical, transparent and more importantly, able to deliver a steadfast service for the pleasure of the people. All these necessitate a knowledgeable and skillful workforce that have the right approaches, energetic and possess the right frame of mind. Organization, according to Dewey, Montrosse, Schroter, Sullins, and Mattox (2008) employs various strategies and measures to identify and further improve necessary managerial competencies to ensure their services, delivered efficiently.

Economic, political and social trends have changed the way organizations do business (Dess & Picken, 2000; Yukl, 2006). The last 20 years has shown tremendous changes in the public organization.

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