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

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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

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<td>DVS</td>
<td>Department of Veterinary Services</td>
</tr>
<tr>
<td>Vet-officers</td>
<td>Veterinary Officers</td>
</tr>
<tr>
<td>NKEA</td>
<td>National Key Economic Area</td>
</tr>
<tr>
<td>EPP</td>
<td>Entry Point Project</td>
</tr>
<tr>
<td>NAP4</td>
<td>National Agriculture Policy 4</td>
</tr>
<tr>
<td>GDP</td>
<td>Gross Domestic Product</td>
</tr>
<tr>
<td>WTO</td>
<td>World Trade Organisation</td>
</tr>
<tr>
<td>AFTA</td>
<td>Asian Free Trade Agreement</td>
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<td>JPV</td>
<td>Jabatan Perkhidmatan Veterinar</td>
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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, Schrötter, 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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