

**EMPLOYEE ENGAGEMENT:  
PRIVATE VS. GOVERNMENT SECTOR**

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## **ABSTRACT**

Nowadays, employee's engagement plays a vital role in an organization performance. It is crucial for the employer to know that it is not entirely depends on the employees alone to drive the employee engagement. The whole organizations including the top management must play their part in order to improve the organization's employee's engagement. Hence, this study was conducted due to the rising problem of employee engagement especially generation y. The research was conducted in Klang Valley's Universities. A number of 224 respondents were chosen from the populations. The independent variables that are being used in the research is perceived organization support, rewards and recognition, perceived supervisor support and lastly job characteristics. The results were retrieved by using descriptive analysis, regression analysis, reliability analysis and correlation analysis. For the government sector, the results indicate that there is a significance relationship between independent and dependent variables. However, for the private sector, we found that there is no significance relationship between the independent and dependent variables. Hence the researcher believe that there is another variable that may act as the factor of engagement for private sector.

Keyword: engagement, support, reward, job

## ABSTRAK

Pada masa kini, penglibatan pekerja memainkan peranan yang penting dalam prestasi organisasi. Ia adalah penting bagi majikan untuk mengetahui bahawa ia tidak sepenuhnya bergantung kepada pekerja sahaja untuk memacu penglibatan pekerja. Organisasi keseluruhan termasuk pengurusan atasan perlu memainkan peranan mereka untuk meningkatkan penglibatan pekerja organisasi itu. Oleh itu, kajian ini telah dijalankan berikutan masalah yang semakin meningkat terutamanya generasi y. Kajian ini dijalankan di Universiti Lembah Klang. Sebanyak 224 responden telah dipilih daripada populasi. Pembolehubah bebas yang digunakan dalam kajian ini dilihat sokongan organisasi, ganjaran dan pengiktirafan, sokongan penyelia dilihat dan ciri-ciri kerja akhir sekali. Keputusan telah diambil dengan menggunakan analisis deskriptif, analisis regresi, analisis kebolehpercayaan dan analisis korelasi. Bagi sektor kerajaan, keputusan menunjukkan bahawa terdapat hubungan yang signifikan antara pembolehubah bebas dan bersandar. Walau bagaimanapun, bagi sektor swasta, kami mendapati bahawa terdapat hubungan yang signifikan antara pembolehubah bebas dan bersandar. Oleh itu penyelidik percaya bahawa terdapat satu lagi pembolehubah yang boleh bertindak sebagai faktor penglibatan sektor swasta.

Kata Kunci: Pampasan, Kerja

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 BACKGROUND OF THE STUDY**

Nowadays, most of the organizations are aware of employee engagement in their organization. It is crucial for the organization to retain their employees especially their key employee. Most organization has their own strategy to tackle their employees. Years before, we can see that employee's engagement in an organization regardless government sector or private sector is higher since due to the older generation which is baby boomer where they are well known for their loyalty towards their organization. It is common for baby boomers generation to work at the same workplace for more than 10 years. However, the new generation, which is generation y, will not hesitate to jump to a new organization if the organizations are able to provide the better opportunity and benefit regardless whether it is government or private sector.

According to [www.engageforsuccess.org](http://www.engageforsuccess.org), 2014, employee engagement is a workplace method that is designed in order to ensure that their employees are dedicated to their organization's goals and values and also motivated to contribute to the organization's performance, and are able at the same time to enhance their own sense of belonging.

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