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**THE INFLUENCE OF SELF-EFFICACY AND LOCUS OF
CONTROL TOWARDS SELF MOTIVATION AND SELF
PERFORMANCE IN THE LAND ADMINISTRATION
DELIVERY SYSTEM IN KEDAH, MALAYSIA**



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Abstrak

Di Malaysia, penjawat awam telah diamanahkan untuk menjalankan peranan sebagai wakil kerajaan dalam menyampaikan perkhidmatan kepada komuniti. Dengan kerjasama yang sangat besar daripada penjawat awam, komuniti boleh mendapatkan penyampaian perkhidmatan yang cekap dan berkesan. Sehubungan dengan itu, kajian ini bertujuan untuk mengkaji pengaruh efikasi sendiri dan lokus kawalan terhadap motivasi sendiri serta prestasi sendiri dalam kalangan penjawat awam untuk sistem penyampaian pentadbiran tanah di negeri Kedah, di samping membangunkan model yang komprehensif untuk peningkatan kualiti penyampaian perkhidmatan tanah. Kajian ini menggunakan kaedah gabungan terdiri daripada 260 penjawat awam daripada beberapa jabatan pentadbiran tanah di peringkat persekutuan, negeri dan daerah. Secara lebih khusus, 248 peserta adalah sebahagian daripada kajian kuantitatif melalui tinjauan dalam talian, manakala 12 responden mengambil bahagian dalam kajian kualitatif melalui perbincangan kumpulan fokus. Hasil daripada kajian kuantitatif menunjukkan bahawa terdapat pengaruh dan hubungan yang signifikan di antara efikasi sendiri, lokus kawalan, motivasi diri dan prestasi diri dalam kalangan penjawat awam. Namun, dapatan lain menunjukkan bahawa tidak terdapat perbezaan yang signifikan semua pembolehubah mengikut jantina. Data kualitatif yang dikumpul dinilai secara tematik telah menggunakan empat tema utama. Responden daripada perbincangan kumpulan fokus memberikan perhatian yang lebih tinggi kepada ketua jabatan dan kursus undang-undang tanah serta majoriti daripada mereka menyatakan bahawa mereka berasa ingin berhenti atas pelbagai sebab. Data daripada kajian kaedah gabungan ini sebagai tambahan kepada data daripada model atau rangka kerja penyampaian perkhidmatan sedia ada yang bertujuan untuk membangunkan instrumen penyampaian perkhidmatan baharu secara eksklusif terutama kepada Perkhidmatan Pentadbiran Tanah Kedah (KELAS) di jabatan pentadbiran tanah Kedah. Penubuhan KELAS ini telah menyumbang kepada penyampaian perkhidmatan tanah dengan lebih cekap dan berkesan. Secara keseluruhannya, penubuhan KELAS telah memberikan pandangan baharu bagi mengenal pasti latihan dan kursus yang berkaitan melalui fungsi unit Sumber Manusia (HR), serta menggabungkan 'suara' penjawat awam untuk meningkatkan penyampaian perkhidmatan tanah.

Kata kunci: Efikasi Kendiri, Lokus Kawalan, Motivasi, Prestasi, Pentadbiran Tanah

Abstract

In Malaysia, public servants perform the role of the government's representatives, delivering services to the public as a whole. With the enormous cooperation of the public servants, the public are accessible to the efficient and effective service delivery. Therefore, this study aims to investigate the influence of self-efficacy and locus of control towards self-motivation and self-performance among public servants in the land administration delivery system in Kedah; as well as to develop a comprehensive model for the enhancement of land service delivery quality. The current mixed methods study comprised 260 public servants affiliated with several land administration departments at the federal, state, and district levels. More specifically, 248 participants were part of the quantitative study via an online survey, whereas 12 respondents participated in the qualitative study via a Focus Group Discussion. Result from quantitative study indicated that there are significant influences and relationships of self-efficacy, locus of control, self motivation and self performance among public servants. However, further investigation indicates that there are no significant differences in terms of all variables by gender. The qualitative data gathered was evaluated thematically with four key themes emerged. Respondents from focus group discussion presented higher attention to the department head and land law courses, and the majority of them indicated that they felt like quitting for an array of reasons. Data from mixed-methods research, in addition to data from existing service delivery models or frameworks, went through analysis and merged to develop the novel service delivery instrument, Kedah Land Administration Service (KELAS), which was developed exclusively for Kedah's land administration departments. KELAS additionally contributes to deliver land services with improved efficiency and effectiveness. Overall, the establishment of KELAS has provided a new viewpoint for identifying relevant training and courses through the functions of the Human Resources (HR) unit, as well as incorporating the 'voices' of public servants to improve land service delivery.

Keywords: Self-Efficacy, Locus of Control, Motivation, Performance, Land Administration

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I truly hope that the outcome of this study shall be beneficial for the Land Administration Delivery System in Malaysia and contribute to the Psychology and Social Studies research field. Last but not least, I have learned that the keys to complete this thesis are *"Passion, Discipline, Confidence, Loving and Believing Yourself, and Never Giving Up."*

Table of Contents

Permission to Use.....	ii
Abstrak.....	iii
Abstract.....	iv
Acknowledgement.....	v
Table of Contents.....	vi
List of Tables.....	xii
List of Figures.....	xv
List of Appendices.....	xvii
List of Abbreviations.....	xviii
 CHAPTER 1 INTRODUCTION.....	 1
1.1 Background of Study.....	1
1.2 Problem Statement.....	8
1.3 Research Questions.....	20
1.4 Research Objectives.....	22
1.5 Hypotheses.....	23
1.6 Research Framework.....	26
1.6.1 Conceptual Framework.....	27
1.6.2 Modified Quantitative Service Delivery Model (MQSDM).....	30
1.6.3 Conceptual Framework of Land Administration Delivery System in Nigeria.....	32
1.7 Definitions.....	36
1.7.1 Conceptual Definition.....	36
1.7.2 Operational Definition.....	37
1.8 Significant of the Study.....	40
1.9 Conclusion.....	42

CHAPTER 2 LITERATURE REVIEW	43
2.1 Introduction.....	43
2.2 Land Administration System.....	43
2.2.1 Public Officers in the Land Administration Departments.....	47
2.2.2 The Delivery System Model for Land Administration Department.....	50
2.3 Concept of Delivery System.....	58
2.4 Organizational Behavior (OB) in the Land Administration Delivery System.....	65
2.5 Motivation and Land Administration System.....	69
2.5.1 Public Service Motivation (PSM)	74
2.5.2 Motivation and Gender.....	75
2.6 Job Performance and Land Administration System.....	76
2.6.1 Job Performance Indicators- “Custodian of Public Interest”	78
2.6.2 Job Performance- Land Administration Star Rating System (LASRS)	82
2.6.3 Job Performance and Gender.....	85
2.7 Self-efficacy and Land Administration System.....	87
2.7.1 Sources of Self-Efficacy.....	88
2.7.2 Self-efficacy and Motivation.....	96
2.7.3 Self-efficacy and Social Support System.....	99
2.7.4 Self-efficacy and Job Performance.....	101
2.7.5 Self-efficacy and Gender.....	104
2.8 Locus of Control and Land Administration System.....	105
2.8.1 Locus of Control, Motivation and Job Performance.....	106
2.8.2 Locus of Control and Self-Efficacy.....	113
2.8.3 Locus of Control and Gender.....	115
2.9 Theoretical Framework.....	117
2.10 Hypothesis Development.....	119
2.11 Conclusion.....	121

CHAPTER 3 METHODOLOGY	122
3.1 Introduction.....	122
3.2 Research Design.....	122
3.3 Research Paradigm.....	126
3.4 Research Location and Population.....	126
3.5 Quantitative Study Phase.....	131
3.5.1 Sample size.....	131
3.5.2 Sampling method.....	133
3.5.3 Research Instrument and Scoring.....	134
3.5.4 Research Procedure.....	146
3.5.4.1 Collection of Online Survey Data.....	146
3.5.5 Data Analysis.....	149
3.6 Qualitative Study Phase.....	151
3.6.1 Sample Size.....	151
3.6.2 Sampling.....	152
3.6.3 Research Instrument and Scoring.....	154
3.6.4 Research Procedure.....	158
3.6.4.1 Collection of Focus Group Discussion Data and Interview Protocol.....	159
3.6.5 Data Analysis.....	164
3.7 Validity of the Study.....	165
3.7.1 Content Validity.....	166
3.7.2 Face Validity.....	168
3.7.2.1 The Feedback from Panel Experts.....	171
3.8 Reliability of the Study.....	175
3.8.1 Online Survey Pilot Study.....	175
3.8.1.1 Result for Quantitative Pilot Test.....	178
3.8.2 Focus Group Discussion Pilot Test.....	179
3.8.2.1 Result for Qualitative Pilot Test.....	184
3.8.3 Online Survey Internal Consistency Reliability.....	185
3.9 Ethical and Legal Considerations.....	187
3.10 Conclusion.....	188

CHAPTER 4 RESULTS AND ANALYSIS	190
4.1 Introduction.....	190
4.2 Quantitative Result and Analysis.....	191
4.2.1 Demographic Profile.....	191
4.2.1.1 Age.....	192
4.2.1.2 Gender.....	193
4.2.1.3 Marriage Status.....	193
4.2.1.4 Educational Background.....	194
4.2.1.5 Duration of Services.....	196
4.2.2 Descriptive Statistic Analysis.....	197
4.2.2.1 Descriptive Statistics of the Employees' Self-Efficacy in the Land Administration Departments.....	197
4.2.2.2 Descriptive Statistics of the Employee' Locus of Control in the Land Administration Departments.....	198
4.2.2.3 Descriptive Statistics of the Employee Self-Motivation Level in the Land Administration Departments.....	199
4.2.2.4 Descriptive Statistics of the Employee Self- Performance's Level in the Land Administration Departments	200
4.2.3 Correlation Analysis.....	201
4.2.3.1 Correlation between the Employee' Level of Self- Efficacy and the Employee' Self-Motivation.....	201
4.2.3.2 Correlation between the Employees' Level of Self- Efficacy and the Employees' Self-Performance.....	202
4.2.3.3 Correlation between the Employees' Level of Self- Efficacy and the Employees' Self-Motivation.....	203
4.2.3.4 Correlation between the Employee' Level of Locus of Control and Self-Performance.....	204
4.2.3.5 Correlation between the Employee's Level of Self- Efficacy and Locus of Control.....	204
4.2.4 Independent Samples t-Test Analysis.....	205
4.2.4.1 Independent Samples t-Test of Self-Efficacy and Gender.....	205

4.2.4.2	Independent Samples t-Test of Locus of Control and Gender.....	206
4.2.4.3	Independent Samples t-Test of Self-Motivation and Gender.....	207
4.2.4.4	Independent Samples t-Test of Self-Performance and Gender.....	208
4.2.5	Multiple Regression Analysis.....	209
4.2.5.1	Model Summary of Multiple Regression – Model 1.....	209
4.2.5.2	Model Summary of Multiple Regression – Model 2.....	212
4.2.6	Summary of the Results.....	214
4.2.6.1	Demographic Profile.....	214
4.2.6.2	Descriptive Statistic Analysis.....	214
4.2.6.3	Correlation Analysis.....	215
4.2.6.4	Independent Samples t-Test Analysis.....	215
4.2.6.5	Multiple Regression Analysis.....	216
4.2.7	Quantitative Data Analysis Framework.....	217
4.3	Qualitative Results and Analysis.....	218
4.3.1	Demographic Profile.....	218
4.3.1.1	Age.....	220
4.3.1.2	Gender.....	220
4.3.1.3	Marriage Status.....	221
4.3.1.4	Educational Background.....	222
4.3.1.5	Duration of Services.....	222
4.3.2	Coding of the Data.....	223
4.3.3	Thematic Analysis.....	226
4.3.3.1	Motivational Influence.....	229
4.3.3.2	Workplace Stress.....	231
4.3.3.3	Self-efficacy Aspects.....	235
4.3.3.4	Locus of Control Aspects.....	237
4.3.3.5	Job Performance Perception.....	240
4.3.4	Qualitative Data Analysis Framework.....	242
4.3.5	Summary of the Results.....	243
4.4	Summary of the Hypothesis.....	245

4.5	Conclusion.....	246
 CHAPTER 5 DISCUSSION		
5.1	Introduction.....	248
5.2	Discussion.....	248
5.2.1	The Current Level and Roles of Self-Efficacy and Locus of Control in the Land Administration Delivery System.....	249
5.2.2	The Differences in terms of the Level of Self-Efficacy, Locus of Control, Self-Motivation and Self-Performance among Employees in the Land Administration Delivery System based on Gender.....	254
5.2.3	The Relationship and Influence of Self-Efficacy and Locus of Control on Employees' Self-Motivation and Self-Performance.....	260
5.2.4	The Relationship and Influence of Self-Efficacy and Locus of Control on Employees' Self-Performance.....	264
5.2.5	The Relationship and Influence of Self-Efficacy and Locus of Control.....	267
5.2.6	Leadership Factors in the Land Administration Delivery System.....	268
5.2.7	Requirement of Trainings and Courses.....	272
5.3	Development of Model for Service Delivery (KELAS).....	276
5.3.1	KELAS from the Perspective of Service Delivery Models or Frameworks.....	279
5.3.2	KELAS in the Model of Land Administration System Perspective.....	281
5.4	Limitation of the Study.....	284
5.5	Recommendation for Future Research.....	286
5.6	Conclusion.....	288
REFERENCES		292
APPENDIXES		322

List of Tables

Table 1.0	Statistic of Public Complaints (Public Bureau Complaints, 2024)	10
Table 1.1	Annual Statistic report for Public Servants Category (Malaysian Anti-Corruption Commission, 2024).....	12
Table 1.2	Summary of Research.....	25
Table 2.0	The Analysis of Land Administration Delivery System Models and Frameworks.....	58
Table 3.0	Description of Land Administration Departments in Kedah.....	129
Table 3.1	Determination for Quantitative Research Methods (Krejcie & Morgan, 1970).....	132
Table 3.2	Participants from the land administration departments in Kedah...	134
Table 3.3	Total Score for Level of Self-Efficacy.....	138
Table 3.4	The Independent Variables (Shannak & Al-Taher, 2012).....	139
Table 3.5	Total Score for Locus of Control.....	141
Table 3.6	Total Score for Level of Motivation.....	143
Table 3.7	Total Score for Job Performance.....	145
Table 3.8	Participants from the district land offices in Kedah.....	153
Table 3.9	Information of Panel Experts.....	170
Table 3.10	Feedback from The Panel Experts.....	171
Table 3.11	Items Removed in the Focus Group Questionnaires.....	174
Table 3.12	The Inclusion Criteria for Pilot Test Participants.....	176
Table 3.13	The Amendments in the Survey Questionnaires.....	178
Table 3.14	Demographic Profile.....	180
Table 3.15	Content Analysis.....	181
Table 3.16	Thematic Analysis.....	182
Table 3.17	Reliability Test for Survey Questionnaires.....	186
Table 4.0	Age	192
Table 4.1	Gender.....	193
Table 4.2	Marriage Status.....	194

Table 4.3	Educational Background.....	195
Table 4.4	Duration of Services.....	196
Table 4.5	The Score of the Self-Efficacy' Level.....	197
Table 4.6	The Score of the Locus of Control.....	198
Table 4.7	The Score of the Self-Motivation's Level.....	199
Table 4.8	The Score of the Self-Performance's Level.....	200
Table 4.9	Correlation between employees' level of self-efficacy and self-motivation.....	201
Table 4.10	Correlation between employees' level of self-efficacy and self-performance.....	202
Table 4.11	Correlation between employee' level of locus of control and motivation.....	203
Table 4.12	Correlation between employee' level of locus of control and job performance.....	204
Table 4.13	Correlation between employee' level of self-efficacy and locus of control.....	205
Table 4.14	Independent Samples t-Test of Self-Efficacy and Gender.....	206
Table 4.15	Independent Samples t-Test of Locus of Control and Gender.....	207
Table 4.16	Independent Samples t-Test of Motivation and Gender.....	208
Table 4.17	Independent Samples t-Test of Job Performance and Gender.....	209
Table 4.18	Model Summary of Multiple Regression-Model 1.....	210
Table 4.19	Multiple Regression Coefficient Result-Model 1.....	211
Table 4.20	Model Summary of Multiple Regression-Model 2.....	212
Table 4.21	Multiple Regression Coefficient Result-Model 2.....	213
Table 4.22	Details of focus group discussion participants.....	219
Table 4.23	Age.....	220
Table 4.24	Gender.....	221
Table 4.25	Marriage Status	221
Table 4.26	Educational Background.....	222

Table 4.27	Duration of Services.....	223
Table 4.28	Coding of Data.....	225
Table 4.29	Thematic Analysis.....	227
Table 4.30	Summary of the Hypothesis.....	246



List of Figures

Figure 1.0	The Organizational Structure of Land Administration in Malaysia (Malaysian Technical Cooperation Programme, 2018).....	2
Figure 1.1	The Organizational Structure of The Land Administration Department (Portal Rasmi Pejabat Tanah Negeri Kedah, 2024).....	5
Figure 1.2	Conceptual Framework.....	28
Figure 1.3	Modified Quantitative Service Delivery Model (MQSDM) (Khalil & Adelabu, 2012).....	30
Figure 1.4	Conceptual Framework of Land Administration Delivery System in Nigeria (Ghebru & Okumo, 2016).....	33
Figure 2.0	A Global Land Administration Perspective (Enemark 2009).....	54
Figure 2.1	Basic OB Model Stage 1.....	68
Figure 2.2	Herzberg's two factor model (Dudovskiy, 2011).....	72
Figure 2.3	The Four Sources of Self-Efficacy (Cox & Simpson, 2016).....	88
Figure 2.4	Doing Business assessment framework (World Bank, 2016).....	112
Figure 2.5	Theoretical Framework.....	117
Figure 3.0	An Overview of the Explanatory Sequential Mixed Method Design (Wipulanusat et al, 2020).....	123
Figure 3.1	Location Of Research (Visit Selangor, 2023).....	128
Figure 3.2	Data Collection using Google Form (Vasantha & Harinarayana 2016).....	148
Figure 3.3	Focus Group Discussion Data Collection and Interview Protocol (Wilkinson, 2004).....	160
Figure 3.4	The Translation of Questionnaires (Lau et al, 2017).....	167
Figure 4.0	Quantitative Data Analysis Framework.....	217
Figure 4.1	Motivational Influence.....	229
Figure 4.2	Workplace Stress.....	231
Figure 4.3	Self-Efficacy Aspects.....	234

Figure 4.4	Locus of Control Aspects.....	237
Figure 4.5	Job Performance Perception.....	239
Figure 4.6	Qualitative Data Analysis Framework.....	242
Figure 5.0	Land Administration Service Delivery Model (KELAS).....	278



List of Appendices

Appendix A	Online Survey Questionnaires.....	322
Appendix B	Online Focus Group Questionnaires.....	333
Appendix C	Soalan-soalan Soal Selidik Atas Talian.....	341
Appendix D	Soalan-soalan Soal Selidik Kumpulan Perbincangan Fokus.....	354
Appendix E	Expert Review Format.....	362
Appendix F	Article Submission to Asian Journal of Human Services (AJHS).....	366
Appendix G	Article Submission to Journal of Islamic, Social, Economic and Development (JISED).....	367



List of Abbreviations

DUN	Dewan Undangan Negeri
HR	Human Resource
JKPTG	Jabatan Ketua Pengarah Tanah dan Galian
JPA	Jabatan Perkhidmatan Awam
KELAS	Kedah Land Administration Service
LADM	Land Administration Domain Model
LASRS	Land Administration Star Rating System
LOC	Locus of Control
MACC	Malaysian Anti-Corruption Commission
NLC	National Land Code
OB	Organizational Behavior
PTD	Pejabat Tanah Daerah
PTG	Pejabat Pengarah Tanah dan Galian
SE	Self-Efficacy
SM	Self-Motivation
SP	Self-Performance
SPSS	Statistical Package for the Social Sciences
SSR	Sistem Star Rating

CHAPTER 1

INTRODUCTION

1.1 Background of Study

Land administration entails complicated procedures and regulations that have implications for individual rights on land. Malaysia's land administration delivery system differs by state; it is the same in Peninsular Malaysia but differs in Sabah and Sarawak. Land administration departments provide services in terms of land development, land tenure and registration, land transfer, leases, charges, easements, rights of alienation, and enforcement of land for trespassing government land other than the collection of quit rent (Ismail & Ganason, 2023). Subsequently, the quality of services delivered to the public and other stakeholders dealing with land administration departments become the major concern within the society.

The majority of the public and stakeholders hold land administration departments to high standards, particularly in light of recent technological advancements, for processing applications to land offices quicker and more efficiently. These expectations are driven by the fact that public servants constitute the "backbone" of government sectors; they also serve as the government's representative in delivering services. In light of this research, it is critical to gain a deeper grasp of the structure of Malaysian land administration systems. The land administration departments in peninsular Malaysia are under the authority of the state, and the state has enormous power to enforce land law in accordance with the National Land Code (NLC) 1965 and the Torrens system. Furthermore, public servants from the land administration

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Appendix A
(Online Survey Questionnaires)



ONLINE SURVEY QUESTIONNAIRES

SECTION 1: RESEARCH BACKGROUND

Dear respondents,

I am presently pursuing PhD at Universiti Utara Malaysia (UUM) in Doctor of Philosophy (Social Studies). I am conducting a research entitled ***“THE INFLUENCE OF SELF-EFFICACY AND LOCUS OF CONTROL ROLES TOWARDS SELF MOTIVATION AND SELF PERFORMANCE IN THE LAND ADMINISTRATION DELIVERY SYSTEM”***. The objective of my study is to determine the current **level** of self-efficacy, locus of control, self motivation and self performance among the employees in the land administration, to determine whether the self-efficacy, locus of control, self-motivation and self-performance **affect** the quality of services in the land administration, to investigate the **influence** of self-efficacy, locus of control, self motivation and self performance on the Land Administration Delivery System. Your comments, attitudes, and viewpoints are important to the success of my research. I would want to thank you for your aid and support in our scientific endeavour. I also realise the importance of your time and am grateful for your efforts on my behalf. Individual replies are anonymous, and all information supplied by respondents is kept strictly secret. Please fill out the questions as completely as possible.

Thank you very much for your cooperation.

Researcher contact detail:

Name: Farah Nabilah binti Mohammad Anuar

University: Universiti Utara Malaysia (UUM)

Program: Doctor of Philosophy (Social Studies)

E-mail: farahnabilah2106@gmail.com

SECTION 2: INFORMED CONSENT FORM

Study Title:

The Influence of Self-Efficacy and Locus of Control Roles towards Self-Motivation and Self-Performance in the Land Administration Delivery System”.

Researcher:

Farah Nabilah binti Mohammad Anuar (E-Mail: farahnabilah2106@gmail.com)

You are invited to participate in the online survey research. Based on the information above, researcher is currently studying at Universiti Utara Malaysia (UUM). The following points indicates the nature of the research and by signing this statement, you are considered agree to participate in this research.

- I understand that I am participating in online survey research- psychosocial research
- I understand that the purpose of this research is mainly to investigate the influence of self-efficacy and locus of control on motivation and performance in the land office.
- I understand that my identity will not be revealed and will be keep confidential
- I understand that I am voluntary participate in this research without any coercion and I may refuse to participate at any time
- I understand that my participation will require me to be online for approximately 30 minutes and I may reasonably contribute information about my personal traits. My information will be beneficial for the development and improvement of delivery services in Land Administration

- In addition, I understand that I may contact researcher at farahnabilah2106@gmail.com if I have any enquiries concerning my rights as respondents or any terms or concepts that I don't understand in the survey questionnaires.

By signing this form, I understand the above statements and I consent to participate in this study. The online survey research is conducted using Google Form.

Agree to participate: ☐

Disagree to participate: ☐



SECTION 3: DEMOGRAPHIC PROFILE

INSTRUCTION:

Please answer the following questions

1) What is your age?

- ☐ 20-30 years old
- ☐ 30-40 years old
- ☐ 40-50 years old
- ☐ 50-60 years old

2) What is your gender?

- ☐ Male
- ☐ Female

3) What is your marital status?

- ☐ Married
- ☐ Single

4) What is your educational level?

- ☐ Sijil Pelajaran Malaysia (SPM)
- ☐ Diploma
- ☐ Degrees
- ☐ Masters
- ☐ PhD

5) In the land administration departments, which government sectors you are currently attached?

- Department of Director General of Lands and Mines (JKPTG)
- State Office of Lands and Mines (PTG)
- District Lands Office (PTD)

6) How long is your duration of service?

- Less than 1 years
- 1-3 years
- 3-5 years
- More than 5 years



SECTION 4: SELF-EFFICACY

	INSTRUCTION: The following table consists some statements about Self-Efficacy. Please tick the number that corresponds with your opinion about each statement.	Not true at all	Hardly true	Moderately true	Exactly true
1	I can always manage to solve difficult problems if I try hard enough.	1	2	3	4
2	If someone opposes me, I can find the means and ways to get what I want.	1	2	3	4
3	It is easy for me to stick to my aims and accomplish my goals.	1	2	3	4
4	I am confident that I could deal efficiently with unexpected events.	1	2	3	4
5	Thanks to my resourcefulness, I know how to handle unforeseen situations.	1	2	3	4
6	I can solve most problems if I invest the necessary effort.	1	2	3	4
7	I can remain calm when facing difficulties because I can rely on my coping abilities.	1	2	3	4
8	When I am confronted with a problem, I can usually find several solutions.	1	2	3	4
9	If I am in trouble, I can usually think of a solution.	1	2	3	4
10	I can usually handle whatever comes my way.	1	2	3	4

SECTION 5: LOCUS OF CONTROL

	INSTRUCTION: The following table consists some statements about Self-Efficacy. Please tick the number that corresponds with your opinion about each statement.	Disagree very much	Disagree moderately	Disagree slightly	Agree slightly	Agree moderately	Agree very much
1	A job is what you make of it.	1	2	3	4	5	6
2	On most jobs, people can pretty much accomplish whatever they set out to accomplish	1	2	3	4	5	6
3	If you know what you want out of a job, you can find a job that gives it to you	1	2	3	4	5	6
4	If employees are unhappy with a decision made by their boss, they should do something about it	1	2	3	4	5	6
5	Getting the job, you want is mostly a matter of luck	1	2	3	4	5	6
6	Making money is primarily a matter of good fortune	1	2	3	4	5	6
7	Most people are capable of doing their jobs well if they make the effort	1	2	3	4	5	6
8	In order to get a really good job, you need to have family members or friends in high places	1	2	3	4	5	6
9	Promotions are usually a matter of good fortune	1	2	3	4	5	6
10	When it comes to landing a really good job, who you know is more important than what you know	1	2	3	4	5	6
11	Promotions are given to employees who perform well on the job	1	2	3	4	5	6
12	To make a lot of money you have to know the right people	1	2	3	4	5	6
13	It takes a lot of luck to be an outstanding employee on most jobs	1	2	3	4	5	6
14	People who perform their jobs well generally get rewarded	1	2	3	4	5	6
15	Most employees have more influence on their supervisors than they think they do	1	2	3	4	5	6

16	The main difference between people who make a lot of money and people who make a little money is luck	1	2	3	4	5	6
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SECTION 6: MOTIVATION

	INSTRUCTION: The following table consists some statements about Motivation. Please tick the number that corresponds with your opinion about each statement.	Disagree very much	Disagree moderately	Disagree slightly	Agree slightly	Agree moderately	Agree very much
1	Head of department shows a genuine interest in motivating employees	1	2	3	4	5	6
2	Head of department seems to care about employees on both personal level and career development	1	2	3	4	5	6
3	Department provide me with adequate intervention for my mental health (such as: social support group or personal counselling)	1	2	3	4	5	6
4	My department places great emphasis on creativity and innovation	1	2	3	4	5	6
5	I am satisfied with the working condition/workplace environment	1	2	3	4	5	6
6	Communication at my departments is highly effective and makes me feel like an integral part of the team	1	2	3	4	5	6
7	My boss or immediate superior talks to me on a daily basis about work and shows a great interest in getting to know me personally	1	2	3	4	5	6
8	I find it to be most helpful when my boss gives me feedback regarding my job performance	1	2	3	4	5	6
9	I feel that my work is valuable for department	1	2	3	4	5	6
10	At work I feel respected and highly valued						
11	When employees at my company do a great job on a certain task or project, they are praised and personally thanked for a job well done	1	2	3	4	5	6
12	When employees at my company do a great job on a certain task or project, they are financially rewarded	1	2	3	4	5	6
13	I am very motivated at my current job	1	2	3	4	5	6

SECTION 7: JOB PERFORMANCE

	INSTRUCTION: The following table consist some statements about Job Performance Please tick the number that corresponds with your opinion about each statement from <i>Individual Work Performance Questionnaires (IWPQ)</i>	Disagree very much	Disagree moderately	Disagree slightly	Agree slightly	Agree moderately	Agree very much
1	I worked towards the end result of my work	1	2	3	4	5	6
2	I managed to plan my work so that it was done on time	1	2	3	4	5	6
3	I had trouble setting priorities in my work.	1	2	3	4	5	6
4	I was able to separate main issues from side issues at work	1	2	3	4	5	6
5	I was able to perform my work well with minimal time and effort	1	2	3	4	5	6
6	I was able to fulfill my responsibilities	1	2	3	4	5	6
7	I think customers/clients/patients were satisfied with my work	1	2	3	4	5	6
8	I took into account the wishes of the customer/client/patient in my work	1	2	3	4	5	6
9	I worked at keeping my job skills up-to-date	1	2	3	4	5	6
10	I easily adjusted to changes in my work	1	2	3	4	5	6
11	I took on challenging work tasks, when available	1	2	3	4	5	6
12	I tried to learn from the feedback I got from others on my work	1	2	3	4	5	6

Appendix B
(Focus Group Discussion Questionnaires)



ONLINE FOCUS GROUP QUESTIONNAIRES



SECTION 1: RESEARCH BACKGROUND

Dear respondents,

I am presently pursuing PhD at Universiti Utara Malaysia (UUM) in Doctor of Philosophy (Social Studies). I am conducting a research entitled “*THE INFLUENCE OF SELF-EFFICACY AND LOCUS OF CONTROL ROLES TOWARDS SELF MOTIVATION AND SELF PERFORMANCE IN THE LAND ADMINISTRATION DELIVERY SYSTEM*”. The objective of my study is to determine the current level of self-efficacy, locus of control, self motivation and self performance among the employees in the land administration, to determine whether the self-efficacy, locus of control, self-motivation and self-performance affect the quality of services in the land administration, to investigate the influence of self-efficacy, locus of control, self motivation and self performance on the Land Administration Delivery System. Your comments, attitudes, and viewpoints are important to the success of my research. I would want to thank you for your aid and support in our scientific endeavour. I also realise the importance of your time and am grateful for your efforts on my behalf. Individual replies are anonymous, and all information supplied by respondents is kept strictly secret. Please fill out the questions as completely as possible.

Thank you very much for your cooperation.

Researcher contact detail:

Name: Farah Nabilah binti Mohammad Anuar

University: Universiti Utara Malaysia (UUM)

Program: Doctor of Philosophy (Social Studies)

E-mail: farahnabilah2106@gmail.com

SECTION 2: INFORMED CONSENT FORM

Study Title:

The Influence of Self-Efficacy and Locus of Control Roles Towards Self-Motivation and Self-Performance in the Land Administration Delivery System”.

Researcher:

Farah Nabilah binti Mohammad Anuar (E-Mail: farahnabilah2106@gmail.com)

You are invited to participate in the online focus group research. Based on the information above, researcher is currently studying at Universiti Utara Malaysia (UUM). The following points indicates the nature of the research and by signing this statement, you are considered agree to participate in this research.

- I understand that I am participating in online survey research- psychosocial research
- I understand that the purpose of this research is mainly to investigate the influence of self-efficacy and locus of control on motivation and performance in the land office.
- I understand that my identity will not be revealed and will be keep confidential
- I understand that I am voluntary participate in this research without any coercion and I may refuse to participate at any time
- I understand that my participation will require me to be online for approximately 30 minutes and I am free to voice out my opinion about the research topics.. There are some questions that might be sensitive and I understand I can refuse to answer. My informationm will be beneficial for the development and improvement of quality of public delivery services in Land Administration (Kedah).

- In addition, I understand that I may contact researcher at farahnabilah2106@gmail.com if i have any enquiries concerning my rights as respondents or any terms or concepts that I don't understand in the focus group questionnaires.

By signing this form, I understand the above statements and I consent to participate in this study.

Agree to participate:

☐

Disagree to participate:

☐

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Universiti Utara Malaysia

SECTION 3: DEMOGRAPHIC PROFILE

INSTRUCTION: Please answer the following questions

1) What is your age?

- ☐ 20-30 years old
- ☐ 30-40 years old
- ☐ 40-50 years old
- ☐ 50-60 years old

2) What is your gender?

- ☐ Male
- ☐ Female

3) What is your marital status?

- ☐ Married
- ☐ Single

4) What is your educational level?

- ☐ Sijil Pelajaran Malaysia (SPM)
- ☐ Diploma
- ☐ Degrees
- ☐ Masters
- ☐ PhD

5) In the land administration departments, which government sectors you are currently attached?

- Department of Director General of Lands and Mines (JKPTG)
- State Office of Lands and Mines (PTG)
- District Lands Office (PTD)

6) How long is your duration of service?

- Less than 1 years
- 1-3 years
- 3-5 years
- More than 5 years



-Thank you for your responses-

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Universiti Utara Malaysia

SECTION 4: FOCUS GROUP QUESTIONS

INSTRUCTION: Please answer the following questions

FOCUS GROUP QUESTIONS

The following focus group questions involve few topics related to the present research.

Respondents will be given 30 minutes to answer all the questions provided below. In the meantime, respondents are free to provide opinions or recommendations. The discussion topics will be on the topics of ***“Self- Efficacy, Locus of Control, Motivation, Job Performance, Stress and Coping Mechanisms and Land Administration Delivery System”***

Q1: What do you understand about the concept of *self-efficacy, locus of control, self-motivation, self-performance* and *Land Administration Delivery System*?

Q2: Name three things that give you work motivation

Q3: Name three things that impact your work motivation negatively

Q4: What do you want to accomplish in your work?

Q5: What are the main factors to get promotions at your workplace?

Q6: Do you think, it is a matter of luck to be promoted or it solely depends on your efforts? You can elaborate more and provide your personal view

Q7: Have you ever felt stress about your work? What are the factors that make you feel?

Q8: In your opinion, what are the best ways to cope with stress at workplace? Do you need counselling session to handle stress at workplace?	
Q9: For this part, the question might be sensitive to some of you. The question is; “Have you ever thinking of quitting your job?” If you think so, would you mind to share the reason for quitting your job.	
Q10: In your opinion, how you can contribute towards the enhancement of job performance in land office?	
Q11: What kind of trainings, programs or courses that you need to enhance job performance?	



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Appendix C
(Soalan-soalan Selidik Atas Talian)



SOALAN-SOALAN SOAL SELIDIK ATAS TALIAN

BAHAGIAN 1: LATAR BELAKANG KAJIAN

Responden yang dihormati,

Saya sedang mengikuti pengajian PhD di Universiti Utara Malaysia (UUM) dalam bidang Doktor Falsafah (Pengajian Sosial). Saya sedang menjalankan penyelidikan yang bertajuk “PENGARUH EFIKASI KENDIRI DAN PERANAN LOKUS KAWALAN TERHADAP MOTIVASI DIRI SERTA PRESTASI DIRI DALAM SISTEM PENYAMPAIAN PENTADBIRAN TANAH”. Objektif kajian saya adalah untuk menentukan tahap efikasi sendiri semasa, lokus kawalan, motivasi diri dan prestasi diri di kalangan pekerja dalam pentadbiran tanah, untuk menentukan sama ada efikasi sendiri, lokus kawalan, motivasi diri dan prestasi diri mempengaruhi kualiti perkhidmatan dalam pentadbiran tanah, serta melihat pengaruh efikasi sendiri, lokus kawalan, motivasi diri dan prestasi diri terhadap Sistem Penyampaian Pentadbiran Tanah. Komen dan pandangan anda adalah amat penting untuk kejayaan penyelidikan saya. Saya ingin mengucapkan terima kasih atas bantuan dan sokongan anda dalam usaha ilmiah ini. Saya juga menyedari kepentingan masa anda dan berterima kasih atas usaha anda dalam menjawab soalan ini bagi pihak saya. Setiap jawapan daripada anda tidak dinyatakan nama dan semua maklumat daripada jawapan anda adalah rahsia. Sila isikan soalan yang diberikan dengan selengkap mungkin.

Terima kasih atas kerjasama anda.

Butiran Penyelidik;

Nama: Farah Nabilah binti Mohammad Anuar

Universiti: Universiti Utara Malaysia (UUM)

Program: Doktor Falsafah (Pengajian Sosial)

E-mail: farahnabilah2106@gmail.com

BAHAGIAN 2: BORANG PERSETUJUAN

Tajuk Kajian:

“Pengaruh Efikasi Kendiri dan Peranan Lokus Kawalan Terhadap Motivasi Diri serta Prestasi Diri Dalam Sistem Penyampaian Pentadbiran Tanah”.

Anda dijemput untuk menyertai penyelidikan tinjauan dalam talian. Berdasarkan maklumat di atas, pengkaji kini sedang menuntut di Universiti Utara Malaysia (UUM). Perkara berikut menunjukkan sifat penyelidikan dan dengan menandatangani pernyataan ini, anda dianggap bersetuju untuk mengambil bahagian dalam penyelidikan ini.

- Saya faham bahawa saya mengambil bahagian dalam penyelidikan tinjauan dalam talian- penyelidikan psikososial.
- Saya faham bahawa tujuan penyelidikan ini adalah terutamanya untuk menilai pengaruh efikasi kendiri dan lokus kawalan terhadap motivasi dan prestasi dalam pentadbiran tanah.
- Saya faham bahawa identiti saya tidak akan didedahkan dan dirahsiakan
- Saya faham bahawa saya mengambil bahagian dalam penyelidikan ini secara sukarela tanpa sebarang paksaan dan saya boleh menolak untuk mengambil bahagian pada bila-bila masa
- Saya faham bahawa penyertaan saya memerlukan saya berada dalam talian selama kira-kira 30 minit dan saya boleh menyumbang maklumat secara munasabah. Maklumat saya sangat memberi manfaat untuk pembangunan dan penambahbaikan perkhidmatan sistem penyampaian di jabatan pentadbiran tanah Kedah serta bidang penyelidikan pentadbiran tanah di Malaysia

- Di samping itu, saya faham bahawa saya boleh menghubungi penyelidik di farahnabilah2106@gmail.com jika saya mempunyai sebarang pertanyaan mengenai hak saya sebagai responden atau sebarang terma atau konsep yang saya tidak faham dalam soal selidik tinjauan ini.

Dengan menandatangani borang ini, saya memahami kenyataan di atas dan saya bersetuju untuk mengambil bahagian dalam kajian ini. Kajian tinjauan dalam talian dijalankan menggunakan Google Form.

Bersetuju:

☐

Tidak Bersetuju:

☐

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BAHAGIAN 3: PROFIL DEMOGRAFI

ARAHAN:

Sila jawab soalan berikut

1) Berapakah umur anda?

- ☐ 20-30 tahun
- ☐ 31-40 tahun
- ☐ 41-50 tahun
- ☐ 51-60 tahun

2) Apakah jantina anda?

- ☐ Lelaki
- ☐ Perempuan

3) Apakah status perkahwinan anda?

- ☐ Berkahwin
- ☐ Bujang

4) Apakah Tahap Pendidikan anda?

- ☐ Sijil Pelajaran Malaysia (SPM)
- ☐ Diploma
- ☐ Ijazah Sarjana Muda
- ☐ Ijazah Sarjana
- ☐ Doktor Falsafah

5) Di Jabatan Pentadbiran Tanah, di sektor kerajaan manakah yang anda ditempatkan sekarang?

- Jabatan Ketua Pengarah Tanah dan Galian (JKPTG)
- Pejabat Tanah dan Galian Negeri (PTG)
- Pejabat Tanah Daerah (PTD)

6) Berapa lama tempoh perkhidmatan anda?

- Kurang daripada 1 tahun
- 1-3 tahun
- 3-5 tahun
- Lebih daripada 5 tahun



BAHAGIAN 4: EFIKASI KENDIRI

	ARAHAN: Jadual berikut mengandungi beberapa pernyataan tentang Efikasi Kendiri. Sila tandakan nombor yang sepadan dengan pendapat anda tentang setiap pernyataan.	Tidak benar sama sekali	hampir tidak benar	Agak benar	Sangat Benar
1	Saya sentiasa boleh menyelesaikan masalah yang sukar, jika saya berusaha dengan bersungguh-sungguh.	1	2	3	4
2	Jika seseorang menentang saya, saya boleh mencari caranya serta akan mempunyai cara untuk mendapatkannya seperti yang saya inginkan.	1	2	3	4
3	Saya seorang yang berpegang kepada matlamat dan sentiasa mencapai matlamat yang diinginkan.	1	2	3	4
4	Saya yakin bahawa saya boleh menangani kejadian yang tidak dijangka dengan cekap.	1	2	3	4
5	Dengan kebijaksanaan saya, saya tahu cara menangani situasi yang tidak dijangka.	1	2	3	4
6	Saya boleh menyelesaikan pelbagai masalah jika saya sentiasa berusaha	1	2	3	4
7	Saya boleh bertenang apabila menghadapi kesukaran kerana saya boleh bergantung pada kebolehan diri saya untuk mengatasinya.	1	2	3	4
8	Apabila saya berhadapan dengan masalah, kebiasaanya saya boleh mencari beberapa penyelesaian.	1	2	3	4
9	Jika saya menghadapi masalah, saya biasanya boleh memikirkan penyelesaian.	1	2	3	4
10	Saya biasanya boleh mengendalikan apa sahaja yang datang dengan cara saya sendiri	1	2	3	4

BAHAGIAN 5: LOKUS KAWALAN

	ARAHAN: Jadual berikut mengandungi beberapa pernyataan tentang Lokus Kawalan. Sila tandakan nombor yang sepadan dengan pendapat anda tentang setiap pernyataan.	Sangat tidak setuju	Tidak setuju	Sedikit tidak setuju	Setuju sedikit	Setuju	Sangat Setuju
1	Pekerjaan adalah apa yang anda lakukan.	1	2	3	4	5	6
2	Kebanyakan pekerjaan, orang ramai boleh mencapai apa sahaja yang mereka ingin capai	1	2	3	4	5	6
3	Jika anda tahu apa yang anda mahukan daripada sesuatu pekerjaan, anda mesti boleh mencari pekerjaan yang bersesuaian dengan anda	1	2	3	4	5	6
4	Jika seseorang pekerja tidak berpuas hati dengan keputusan yang dibuat oleh bos mereka, mereka harus melakukan sesuatu.	1	2	3	4	5	6
5	Mendapat pekerjaan yang anda inginkan kebanyakannya adalah nasib	1	2	3	4	5	6
6	Menjana wang erutamanya berkaitan dengan nasib baik.	1	2	3	4	5	6
7	Kebanyakan orang mampu melakukan pekerjaan mereka dengan baik jika mereka berusaha	1	2	3	4	5	6
8	Untuk mendapatkan pekerjaan yang baik, anda perlu mempunyai ahli keluarga atau rakan yang berstatus kedudukan yang tinggi	1	2	3	4	5	6
9	Kenaikan pangkat kebiasanya melibatkan tuah seseorang	1	2	3	4	5	6
10	Apabila anda ingin mendapatkan pekerjaan yang bagus, siapa yang anda kenal adalah lebih penting daripada apa yang anda tahu	1	2	3	4	5	6
11	Kenaikan pangkat kebiasaanyan diberikan kepada pekerja yang menjalankan tugas dengan baik	1	2	3	4	5	6
12	Untuk menjana pendapatan yang banyak anda perlu mengenali orang yang betul	1	2	3	4	5	6
13	Dalam kebanyakan pekerjaan, untuk menjadi pekerja yang cemerlang ianya juga memerlukan tuah sesesorang.	1	2	3	4	5	6

14	Seseorang yang melaksanakan kerja mereka dengan baik kebiasaanya akan mendapat ganjaran	1	2	3	4	5	6
15	Kebanyakan pekerja lebih banyak terpengaruh dengan penyelia mereka daripada mereka berfikir sendiri	1	2	3	4	5	6
16	Perbezaan utama antara orang yang menjana pendapatan yang banyak dengan kurang menjana pendapatan adalah bergantung kepada nasib seseorang.	1	2	3	4	5	6



BAHAGIAN 6: MOTIVASI

	ARAHAN: Jadual berikut mengandungi beberapa pernyataan tentang Motivasi. Sila tandakan nombor yang sepadan dengan pendapat anda tentang setiap pernyataan.	Sangat tidak setuju	Tidak setuju	Sedikit tidak setuju	Setuju sedikit	Setuju	Sangat Setuju
1	Ketua jabatan sentiasa menunjukkan sifat yang ikhlas dalam memotivasikan pekerja	1	2	3	4	5	6
2	Ketua jabatan sentiasa mengambil berat tentang hal peribadi serta pembangunan kerjaya pekerja	1	2	3	4	5	6
3	Jabatan saya sentiasa memberikan intervensi berkaitan kesihatan mental (seperti: kumpulan sokongan sosial atau kaunseling peribadi)	1	2	3	4	5	6
4	Jabatan saya sangat menitikberatkan kreativiti dan inovasi	1	2	3	4	5	6
5	Saya berpuas hati dengan keadaan kerja/persekitaran tempat kerja	1	2	3	4	5	6
6	Komunikasi di jabatan saya sangat berkesan dan membuatkan saya berasa seperti sebahagian daripada pasukan	1	2	3	4	5	6
7	Ketua saya atau pihak pengurusan atasan yang terdekat sentiasa bercakap dengan saya tentang kerja dan menunjukkan minat yang sangat besar untuk mengenali saya secara peribadi	1	2	3	4	5	6
8	Apabila ketua saya sentiasa memberi maklum balas, ianya dapat membantu saya meningkatkan prestasi kerja.	1	2	3	4	5	6
9	Saya merasakan bahawa kerja yang saya lakukan adalah sangat berharga untuk jabatan	1	2	3	4	5	6
10	Di tempat kerja, saya rasa dihormati dan sangat dihargai	1	2	3	4	5	6

11	Apabila pekerja di syarikat saya melakukan tugas atau projek dengan baik, pekerja tersebut akan dipuji serta diberikan ucapan terima kasih kerana melaksanakan kerja dengan baik.	1	2	3	4	5	6
12	Apabila seseorang pekerja di syarikat saya melakukan tugas atau projek tertentu dengan baik, mereka akan mendapat ganjaran kewangan	1	2	3	4	5	6
13	Saya sangat bermotivasi dengan pekerjaan saya sekarang	1	2	3	4	5	6



BAHAGIAN 7: PRESTASI KERJA

	ARAHAN: Jadual berikut mengandungi beberapa pernyataan tentang Prestasi Kerja. Sila tandakan nombor yang sepadan dengan pendapat anda tentang setiap pernyataan.	Sangat tidak setuju	Tidak setuju	Sedikit tidak setuju	Setuju sedikit	Setuju	Sangat Setuju
1	Saya berusaha untuk mencapai hasil kerja yang baik	1	2	3	4	5	6
2	Saya sentiasa merancang kerja yang dilakukan supaya mengikut masa yang ditetapkan	1	2	3	4	5	6
3	Saya menghadapi masalah untuk menetapkan keutamaan dalam kerja yang saya lakukan	1	2	3	4	5	6
4	Saya dapat mengasingkan isu utama daripada isu sampingan di tempat kerja	1	2	3	4	5	6
5	Saya dapat melaksanakan kerja saya dengan baik mengikut masa dan usaha.	1	2	3	4	5	6
6	Saya dapat melaksanakan tanggungjawab saya	1	2	3	4	5	6
7	Saya rasa pelanggan berpuas hati dengan kerja saya	1	2	3	4	5	6
8	Setiap kerja yang saya lakukan mengambil kira kehendak pelanggan	1	2	3	4	5	6
8	Saya bekerja untuk memastikan kemahiran saya sentiasa dikemas kini	1	2	3	4	5	6
9	Saya dapat menyelesaikan masalah yang baharu secara kreatif						
10	Saya mudah menyesuaikan diri dengan sesuatu perubahan dalam kerja	1	2	3	4	5	6
11	Apabila ada tugas yang mencabar, saya suka mengambil tugas itu.	1	2	3	4	5	6

12	Saya cuba belajar daripada maklum balas yang diperolehi daripada orang lain tentang kerja yang saya lakukan.	1	2	3	4	5	6
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Appendix D

(Soalan-soalan Soal Selidik Perbincangan Dalam Kumpulan)



**SOALAN-SOALAN SOAL SELIDIK
PERBINCANGAN DALAM KUMPULAN**

BAHAGIAN 1: LATAR BELAKANG KAJIAN

Responden yang dihormati,

Saya sedang mengikuti pengajian PhD di Universiti Utara Malaysia (UUM) dalam bidang Doktor Falsafah (Pengajian Sosial). Saya sedang menjalankan penyelidikan yang bertajuk “PENGARUH EFIKASI KENDIRI DAN PERANAN LOKUS KAWALAN TERHADAP MOTIVASI DIRI SERTA PRESTASI DIRI DALAM SISTEM PENYAMPAIAN PENTADBIRAN TANAH”. Objektif kajian saya adalah untuk menentukan tahap efikasi sendiri semasa, lokus kawalan, motivasi diri dan prestasi diri di kalangan pekerja dalam pentadbiran tanah, untuk menentukan sama ada efikasi sendiri, lokus kawalan, motivasi diri dan prestasi diri mempengaruhi kualiti perkhidmatan dalam pentadbiran tanah, serta melihat pengaruh efikasi sendiri, lokus kawalan, motivasi diri dan prestasi diri terhadap Sistem Penyampaian Pentadbiran Tanah. Komen dan pandangan anda adalah amat penting untuk kejayaan penyelidikan saya. Saya ingin mengucapkan terima kasih atas bantuan dan sokongan anda dalam usaha ilmiah ini. Saya juga menyedari kepentingan masa anda dan berterima kasih atas usaha anda dalam menjawab soalan ini bagi pihak saya. Setiap jawapan daripada anda tidak dinyatakan nama dan semua maklumat daripada jawapan anda adalah rahsia. Sila isikan soalan yang diberikan dengan selengkap mungkin.

Terima kasih atas kerjasama anda.

Butiran Penyelidik;

Nama: Farah Nabilah binti Mohammad Anuar

Universiti: Universiti Utara Malaysia (UUM)

Program: Doktor Falsafah (Pengajian Sosial)

E-mail: farahnabilah2106@gmail.com

BAHAGIAN 2: BORANG PERSETUJUAN

Tajuk Kajian:

“Pengaruh Efikasi Kendiri dan Peranan Lokus Kawalan Terhadap Motivasi Diri serta Prestasi Diri Dalam Sistem Penyampaian Pentadbiran Tanah”.

Anda dijemput untuk menyertai kumpulan fokus dalam talian. Berdasarkan maklumat di atas, pengkaji kini sedang menuntut di Universiti Utara Malaysia (UUM). Perkara berikut menunjukkan sifat penyelidikan dan dengan menandatangani pernyataan ini, anda dianggap bersetuju untuk mengambil bahagian dalam penyelidikan ini.

- Saya faham bahawa saya mengambil bahagian dalam penyelidikan tinjauan dalam talian- penyelidikan psikososial.
- Saya faham bahawa tujuan penyelidikan ini adalah terutamanya untuk menilai pengaruh efikasi kendiri dan lokus kawalan terhadap motivasi dan prestasi dalam pentadbiran tanah.
- Saya faham bahawa identiti saya tidak akan didedahkan dan dirahsiakan
- Saya faham bahawa saya mengambil bahagian dalam penyelidikan ini secara sukarela tanpa sebarang paksaan dan saya boleh menolak untuk mengambil bahagian pada bila-bila masa
- Saya faham bahawa penyertaan saya memerlukan saya berada dalam talian selama kira-kira 30 minit dan saya bebas untuk menyuarakan pendapat saya tentang topik penyelidikan yang dibincangkan. Terdapat beberapa soalan yang mungkin sensitif dan saya faham saya boleh tidak menjawab soalan tersebut. Maklumat saya akan berikan bermanfaat untuk pembangunan dan penambahbaikan perkhidmatan penyampaian di jabatan pentadbiran tanah Kedah serta bidang penyelidikan pentadbiran tanah di Malaysia.

- Di samping itu, saya faham bahawa saya boleh menghubungi penyelidik di farahnabilah2106@gmail.com jika saya mempunyai sebarang pertanyaan mengenai hak saya sebagai responden atau sebarang terma atau konsep yang saya tidak faham dalam soal selidik tinjauan ini.

Dengan menandatangani borang ini, saya memahami kenyataan di atas dan saya bersetuju untuk mengambil bahagian dalam kajian ini. Kajian tinjauan dalam talian dijalankan menggunakan Google Meet.

Bersetuju:

☐

Tidak bersetuju:

☐

UUM
Universiti Utara Malaysia

BAHAGIAN 3: PROFIL DEMOGRAFI

ARAHAN: Sila jawab soalan berikut

1) Berapakah umur anda?

- ☐ 20-30 tahun
- ☐ 31-40 tahun
- ☐ 41-50 tahun
- ☐ 51-60 tahun

2) Apakah jantina anda?

- ☐ Lelaki
- ☐ Perempuan

3) Apakah status perkahwinan anda?

- ☐ Berkahwin
- ☐ Bujang

4) Apakah Tahap Pendidikan anda?

- ☐ Sijil Pelajaran Malaysia (SPM)
- ☐ Diploma
- ☐ Ijazah Sarjana Muda
- ☐ Ijazah Sarjana
- ☐ Doktor Falsafah

5) Di Jabatan Pentadbiran Tanah, di sektor kerajaan manakah yang anda ditempatkan sekarang?

- Jabatan Ketua Pengarah Tanah dan Galian (JKPTG)
- Pejabat Tanah dan Galian Negeri (PTG)
- Pejabat Tanah Daerah (PTD)

6) Berapa lama tempoh perkhidmatan anda?

- Kurang daripada 1 tahun
- 1-3 tahun
- 3-5 tahun
- Lebih daripada 5 tahun



BAHAGIAN 4: SOALAN KUMPULAN FOKUS

ARAHAN: Sila jawab soalan berikut

SOALAN KUMPULAN FOKUS

Soalan-soalan untuk kumpulan fokus melibatkan beberapa topik yang berkaitan dengan penyelidikan ini.

Responden akan diberi masa 30 minit untuk menjawab semua soalan yang disediakan di bawah. Dalam pada itu, responden bebas memberikan pendapat atau cadangan. Topik perbincangan adalah mengenai topik "Efikasi Kendiri, Lokus Kawalan, Motivasi, Prestasi Kerja, Tekanan dan Mekanisme Mengatasi serta Sistem Penyampaian Pentadbiran Tanah"

S1: Apakah yang anda faham tentang konsep efikasi kendiri, lokus kawalan, motivasi diri, prestasi diri dan sistem penyampaian?

S2: Tiga perkara yang memberi anda bermotivasi dalam kerja

S3: Tiga perkara yang memberi kesan negatif kepada motivasi kerja anda

S4: Apakah yang anda ingin capai dalam kerja yang dilakukan?

S5: Apakah faktor utama kenaikan pangkat di tempat kerja anda?

S6: Adakah anda berfikir, kenaikan pangkat adalah nasib semata-mata atau atas usaha kerja yang anda lakukan? Anda boleh memberi pandangan secara peribadi serta menghuraikan secara terperinci

S7: Pernahkah anda berasa tertekan dengan kerja anda? Apakah faktor yang membuatkan tertekan?

S8: Pada pendapat anda, apakah cara terbaik untuk mengatasi tekanan di tempat kerja? Adakah anda memerlukan sesi kaunseling untuk menangani tekanan di tempat kerja?	
S9: Untuk bahagian ini, soalan ini mungkin sensitif kepada sesetengah daripada anda. Persoalannya ialah; "Pernahkah anda berfikir untuk berhenti kerja?" Jika anda fikir begitu, bolehkah anda berkongsi apakah sebab anda untuk berhenti kerja.	
S10: Pada pendapat anda, bagaimanakah anda boleh menyumbang kepada peningkatan prestasi kerja di pejabat tanah?	
S11: Apakah jenis latihan atau kursus yang anda perlukan untuk meningkatkan tahap prestasi kerja anda?	

- Terima kasih atas maklum balas anda -

Appendix E
(Expert Review Format)

**The Influence of Self-Efficacy and Locus of Control towards Self-Motivation
and Self-Performance in the Land Administration Delivery System**



Universiti Utara Malaysia

EXPERT REVIEW FORMAT

Farah Nabilah binti Mohammad Anuar

FOCUS GROUP QUESTIONS	
The following focus group questions involve few topics related to the present research. Respondents will be given 1 hour and 30 minutes to answer all the questions provided below. In the meantime, respondents are free to provide opinions or recommendations. The discussion topics will be on the topics of “Self- Efficacy, Locus of Control, Motivation, Job Performance, Stress and Coping Mechanisms”	
Understanding of Concepts (Q)	
Questionnaires	Agree/Disagree
Q1: What do you understand about the concept of self-efficacy, locus of control, self-motivation, self-performance and delivery system?	
Motivation (M)	
Questionnaires	Agree/Disagree
M1: Do you feel motivate at work?	
M2: Does the level of motivation affect your performance? If the answer is YES , please explained further.	
M3: Name three things that give you work motivation	
M4: Name three things that impact your work motivation negatively	
Locus of Control (LC)	
Questionnaires	Agree/Disagree
LC 1: What do you want to accomplish in your work?	

LC 2: Do you think, it is a matter of luck to get the job that you want or, it depends on your efforts? You can elaborate more and provide your personal view	
LC 3: Do you think, by having friends or family members at higher level (position) will help you to get the job that you want? You can elaborate more and provide your personal view	
LC 4: What are the main factors to get promotions at your workplace?	
LC 5: Do you think, it is a matter of luck to be promoted or it solely depends on your efforts? You can elaborate more and provide your personal view	
LC 6: Have you ever feel or experience dissatisfaction with your head of department (supervisors or superiors) decision? Do you do something about it?	
Self-Efficacy (SE)	
Questionnaires	Agree/Disagree
SE 1: Do you experience any difficulty to answer all the questions by the public every day?	
SE 2: For this part, the question might be sensitive to some of you. The question is; “Have you ever thinking of quitting your job?” If you think so, would you mind to share the reason for quitting your job.	

Workplace Stress (WS)	
Questionnaires	Agree/Disagree
WS 1: Have you ever felt stress about your work? What are the factors that make you feel?	
WS 2: In your opinion, what are the best ways to cope with stress at workplace? Do you need counselling session to handle stress at workplace?	
Job Performance (JP)	
Questionnaires	Agree/disagree
JP 1: In your opinion, how you can contribute towards the enhancement of job performance in land office?	
JP 2: What kind of trainings or courses that you need to improve your knowledge regarding land matters?	
JP 3: What kind of trainings, programs or courses that you need to enhance the level of self-motivation and self-performance at work?	

Appendix F

(Submission to Asian Journal of Human Services (AJHS))

[AJHS] Your Submission AJHS-D-23-00006R1



The Editorial Of... 27 Aug 2023
[to me](#) 

Ref.: Ms. No. AJHS-D-23-00006R1
The Influence of Self-Efficacy towards Self-Motivation
in the Land Administration Delivery System
Asian Journal of Human Services

Dear Mrs NABILAH,

I am pleased to tell you that your work has now been
accepted for publication in Asian Journal of Human
Services.

It was accepted on 2023-08-27 01:55:03

Comments from the Editor and Reviewers can be found
below.

Comments from the Editors:
I confirmed that the manuscript was revised based on
all the comments.

Thank you for submitting your work to this journal.

With kind regards

Asian Journal of Human Services

Appendix G

(Submission to Journal of Islamic, Social, Economics and Development (JISED))



Journal of Islamic, Social, Economics and Development (JISED)

eISSN: 0128 - 1755

Website: www.jised.com

Email: jisedofficial@gmail.com

Ref No: jised-2023920

Date: 19 September 2023

LETTER OF ACCEPTANCE

Dear FARAH NABILAH MOHAMMAD ANUAR,

Thank you very much for submitting your paper, entitled **"EXPLORING THE ROLE OF LOCUS OF CONTROL IN THE LAND ADMINISTRATION DELIVERY SERVICE"** to the **Journal of Islamic, Social, Economics and Development (JISED)**. We are pleased to inform you that your submitted manuscript has been review and accepted for next process. Congratulation!

1. Your paper has been assigned with an ID of jised-2023917. Please refer to this ID whenever you communicate with our Editorial Teams in the future.

2. The journal requires payment of the **MYR 250** /- submission fee before your manuscript is sent to reviewer for peer review. Payment by bank transfer should be made to the bank details below:

Bank	: CIMB Bank
Account Holder	: ACADEMIC INSPIRED NETWORK
Swift Code	: CTBBMYKL

Sent back to us a scanned payment receipt as soon as the payment have been made.

3. Your manuscript will undergo the normal review process of the journal (<http://jised.com/submit>). The process normally takes 1 to 2 months to complete depending on the number of rounds the reviews need to take place.

4. Please sent back your manuscript using the provided template format to us (refer attachment)

Once again, thank you very much for your submission to the **JISED**.

Best wishes,

JISED Secretariat