

**IMPROVING THE AWARENESS OF JOB ROTATION AMONG INVESTIGATION
DEPARTMENT STAFF MALAYSIA ANTI CORRUPTION COMMISSION JOHOR**

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DEDICATION

This thesis is dedicated to my father, who taught me that the best kind of knowledge to have is that which is learned for its own sake. It is also dedicated to my mother, who taught me that even the largest task can be accomplished if it is done one step at a time.

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ABSTRACT

The ultimate goal of study is aimed to improve the awareness of job rotation among Investigation Department staff in which the focus is to prepare them in advance to have a wider range of work experience and develop different skills and competencies. From this study also, employees can learn about their abilities on doing multi – tasking as well as to motivate them to get out of their comfort zone. I am focusing on this issue because job rotation can help employees develop their skills. I do believe that job rotation implementation can point out employee’s strengths and weaknesses, most importantly to have them in the right positions. The tool used for the research is a questionnaire which is being circulated through a google link in Whatsapp. The questionnaire contained questions regarding the knowledge and employees perception on job rotation. This paper aims to create and increase awareness of the importance of job rotation and job enrichment among Investigation Department employees in which the focus is to help them to broaden their knowledge and skills in other fields. From this study also, employees can learn about their abilities on doing multi – tasking as well as to motivate them to get out of their comfort zone. I am focusing on this issue because job rotation can help employees develop their skills. I do believe that job rotation implementation can point out employee’s strengths and weaknesses, most importantly to have them in the right positions.

Keywords : *Job rotation, job satisfaction*

ABSTRAK

Matlamat akhir kajian adalah bertujuan untuk meningkatkan kesedaran tentang penggiliran kerja di kalangan kakitangan Jabatan Siasatan di mana tumpuan adalah untuk menyediakan mereka lebih awal untuk mempunyai pengalaman kerja yang lebih luas dan membangunkan kemahiran dan kecekapan yang berbeza. Daripada kajian ini juga, pekerja boleh belajar tentang kebolehan mereka melakukan pelbagai tugas serta memotivasikan mereka untuk keluar dari zon selesa mereka. Saya memberi tumpuan kepada isu ini kerana giliran kerja boleh membantu pekerja mengembangkan kemahiran mereka. Saya percaya bahawa pelaksanaan penggiliran kerja boleh menunjukkan kekuatan dan kelemahan pekerja, yang paling penting untuk meletakkan mereka di kedudukan yang betul. Alat yang digunakan untuk kajian ini ialah soal selidik yang diedarkan melalui pautan goggle dalam Whats App. Soal selidik tersebut mengandungi soalan mengenai pengetahuan dan persepsi pekerja terhadap giliran kerja. Kertas kerja ini bertujuan untuk mewujudkan dan meningkatkan kesedaran tentang kepentingan giliran kerja dan pengayaan pekerjaan di kalangan kakitangan Jabatan Siasatan di mana tumpuannya adalah untuk membantu mereka meluaskan pengetahuan dan kemahiran dalam bidang lain. Daripada kajian ini juga, pekerja boleh belajar tentang kebolehan mereka melakukan pelbagai tugas serta memotivasikan mereka untuk keluar dari zon selesa mereka. Saya memberi tumpuan kepada isu ini kerana giliran kerja boleh membantu pekerja mengembangkan kemahiran mereka. Saya percaya bahawa pelaksanaan penggiliran kerja boleh menunjukkan kekuatan dan kelemahan pekerja, yang paling penting untuk meletakkan mereka di kedudukan yang betul.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

This paper aims to create and increase awareness of the importance of job rotation and job enrichment among Investigation Department employees in which the focus is to help them to broaden their knowledge and skills in other fields. From this study also, employees can learn about their abilities on doing multi – tasking as well as to motivate them to get out of their comfort zone. I am focusing on this issue because job rotation can help employees develop their skills. I do believe that job rotation implementation can point out employee’s strengths and weaknesses, most importantly to have them in the right positions.

1.1 Information about the case company

The Malaysian Anti-Corruption Commission (MACC) is a government agency in Malaysia that responsible to investigates and prosecutes corruption related cases in the public and private sectors. The MACC was initially modeled among the top anti-corruption agencies

such as Independent Commission Against Corruption Wales, Australia and Independent Commission Against Corruption Hong Kong.

MACC is monitored by five independent bodies where they are responsible to ensure the integrity of MACC and to protect citizens' rights. To provide an independent perspective, these five bodies are being monitored by separate government offices. The mentioned five bodies are, Anti-Corruption Advisory Board, Special Committee on Corruption, the Complaints Committee, The Operation Review Panel and the last is the Corruption Consultation and Prevention Panel. The five bodies are: the Anti-Corruption Advisory Board, the Special.

MACC consists of 3 main sectors which are Operation sector, Management & Professionalisme and prevention. Main sector is the Operation Sector which comprises 4 divisions. This 4 divisions are served the main core of the MACC are stated as below :

- **Investigation Division**
- **Intelligence Division**
- **Legal and Prosecution Division**
- **Record Management and Information Division**

All the divisions play a key role to drive the function of the operation sector, among which are to investigate, gather information, provide forensic technology assistance, process and manage information and also manage case trials at court. The Operation sector operates under the control of the Deputy Chief Commissioner (Operation). Each divisions have their own task and roles as follows:

- **Investigation Division**

This division plays the vital role to eradicate fraud, graft and corruption cases by penetrating investigations following the allocation under the section 7 of the Malaysian Anti-Corruption Commission Act (MACCA)2009.

- **Intelligence Division**

This division plays a role as a first information gathering center which carried out from variety of current methods and technologies

- **Legal and Prosecution Division**

This division plays a role in prosecuting and conducting trial cases in Session court and higher court in Malaysia. Public prosecutor tasked to review investigation paper submitted by Investigation Department and made a prosecution accordingly after the investigation paper done with justly and fulfill all the evidence that needed to prosecution. This division also will provide legal advice and further actions to investigation officers.

- **Record Management and Information Division**

This division plays the role of receiving and processing information, coordinating and managing tiered documents, process information for integrity vetting for government employees for their promotion and document for disposal. This division also prepare and provide statistic They also handle a system called Corruption Information Reporting System (CRIS)

1.2 Problematic situation and problem formulation

Narrowing down to a problem in my organization, the Investigation Department of MACC Johor is divided into 2 units which are the Investigation Unit and Record Unit. The Investigation Department consists of 25 investigation officers (Investigation Unit), 5

Administrative officers (Record Unit), 4 Head of Investigation Unit, 1 Investigation Department Deputy and 1 head of Investigation Department. The issue I find out is that some employees have been placed in the investigation department and record unit for more than 5 years. There is no job rotation since the employees are very well versed about some specific work. For instance 5 officers in the Record Unit, this unit will be engaged with Headquarters in Putrajaya. All the latest information or circular will be circulated through this unit. Some of the officers are doing the same task for more than 5 years. The Record unit plays the role of receiving and processing information, coordinating and managing tiered documents, process information for integrity vetting for government employees for their promotion and document for disposal. This division also prepare and provide statistic They also handle a system called Corruption Information Reporting System (CRIS)

Placement of a lower grade employee in a higher position job with high responsibilities has been a problem that faced by my organization. I have seen staff from the Record section who have never been rotated for more than 5 years. From my findings, I came to know that the officer in charge of the Record Section is supposed to be Grade P44 and above but the current officer's grade is P32. The current officer also looks so unmotivated and very comfortable in her routine which is not challenging anymore. I believe job rotation policy can be tools to increase the motivation level and increase job satisfaction among the employees. These officers might feel demotivated because they are never given chances to obtain new challenges. For instance, if an officer should be rotated to another department for 3 years one to gain new knowledge. Although the organization has assigned grades to each officer opposition, in practice positions may be filled by officers of another grade. This is probably because some officers are not willing to accept the responsibilities of the job or maybe they are not given the opportunities to venture into a new job.

1.3 Research questions and Research Objective

The problem to be tackled in this study is specifically formulated as follows in SWOT analysis : Placement of a lower grade employee in higher position job with high responsibilities

S – culture, leadership, relationship of staff – Most of the staff in the organization have been working for almost 5 – 10 years where there is no need of training for them and they will guide new employees easily. The new employee can learn fast from the experienced staff as soon as 1 week of time.

W – Internal issues & Employee’s happy in their comfort zone and they refuse to change to a new place or environment. They also tend to refuse to take on new challenges as they are very comfortable with their current position and minimum workload. Management should think about rotating them by following SOP.

O – Training for development - The agency’s very own academy located in Kuala Lumpur which is Malaysian Anti Corruption Academy offers training for development. It is compulsory for each employee to fulfill their 3 days course per year. Employees should be encouraged to attend courses which are related to leadership, teamwork and also job rotation benefits.

T – Lower grade officer placed in higher grade position. The threat now is when lower grade officers are placed in higher grade positions, they can’t take any decision. They will usually follow the instructions which can lead to abuse of power.

The research questions are :

- How to determine possible solutions for job satisfaction / performance by implementing job rotation.
- How to ensure employees are given tasks according to their grade of level.
- What is the current knowledge and perspectives on job rotation
- To know the effectiveness of job enrichment or job rotation policy

The goal of this study is

- To determine possible solutions for job satisfaction / performance by implementing job rotation.
- To ensure employees are given tasks according to their grade of level.
- To identify current knowledge and perspectives on job rotation

1.4 Importance of the proposed research

I believe job rotation policy can be tools to increase the motivation level and increase job satisfaction among the employees. These officers might feel demotivated because they are never given chances to obtain new challenges.. Everyone has their comfort zone. Moving employees from one job to another will broaden employees skills and solve problems. Some may think staying in a comfort zone and avoiding new challenges in organizations is to prevent them from involving and engaging with other employees. Job rotation can increase productivity and employee performance level and it also will increase the level of job satisfaction.

CHAPTER 2

INDUSTRY AND PROBLEM DIAGNOSIS

2.0 Introduction

There are plenty of studies published conducting research regarding the significant association job satisfaction and employees performance. Study also conducted to investigate the connection of job rotation and employee's motivation. Most of the research findings indicate that application of job rotation has a positive impact on the employees overall work performance, increase engagement, increase job performance, skill development and provide the staff a valuable work experience.

2.1 Case description

From my observation in the Investigation Unit, MACC Johor found out that there is no Standard Operating Procedure (SOP) regarding job rotation which I think can be applied to distinguish and to improve efficiency of each worker in the Investigation Unit. From my observation, employees are being assigned their work according to their ability and preference in the unit. Every employee should be given a chance to perform for a certain period after that employer can be transferred to another department where they can show their skills and ability. For instance, in my organization, there are several departments. So after observing their interest, skill and performance of an investigation officer,

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