

## BIBLIOGRAPHY

### A. Books and Journals

Ahmad Sarji bin Abdul Hamid, Tan Sri Dato Seri, The Civil Service of Malaysia. Towards Efficiency and Effectiveness (Improvement and Development in the Civil Service of Malaysia 1995), Kuala Lumpur: Government of Malaysia, 1996.

Bartram, Sharon and Gibson, Brenda of SBG Associates, Training Needs Analysis, Hampshire, England: Gower Publishing Limited, 1994.

Beck, Robert C., Motivation, Theories and Principles, Englewood Cliffs, New Jersey: Prentice-Hall, Inc., 1978.

Campbell, J.P., and Pritchard, R.D., "Motivation Theory in Industrial and Organizational Psychology," in Handbook of Industrial and Organizational Psychology, ed. M.D. Dunnette, New York: Wiley, 1983.

Campbell, John P., Campbell, Richard J., and Associates, Productivity in Organizations - New Perspectives From Industrial and Organizational Psychology, Sans Francisco, California: Jossey-Bass Inc. Publisher, and London: Jossey-Bass Limited, 1988.

- Gabris, Gerald T. and Simo, Gloria, "Public Sector Motivation As An Independent Variable Affecting Career Decisions," International Personnel Management Association (IPMA), Public Personnel Management, Vol. 24 No. 1, (Spring 1995), 33-49.
- Keenan, Kate, Management Guide to Selecting People, Kuala Lumpur: Golden Books Centre Sdn. Bhd., 1995.
- Keenan, Kate, The Management Guide to Motivating, Kuala Lumpur: Golden Books Centre Sdn. Bhd., 1995.
- Ludlow Ron and Panton, Fergus, The Essence of Successful Staff Selection, Hertfordshire, UK: Prentice Hall International (UK) Ltd., 1991.
- Martin, William T., Motivation and Productivity in Public Sector Human Service Organization, Westport, Connecticut: Quorum Books, Greenwood Press, Inc., 1988.
- Middlemist, R. Dennis, and Hitt, Michael A., Organizational Behaviour: Applied Concepts, USA: Science Research Associates, Inc. All, 1981.
- Petri, Herbert L., Motivation: Theory, Research and Applications, 3rd ed., Belmont, California: Wadsworth Inc., 1991.

Pont, Tony, Developing Training Skills, England: McGraw-Hill Book Company (UK) Limited, 1991.

Rae, Leslie, How to Measure Training Effectiveness, Hants, England: Gower Publishing Company, 1986.

Reay, David G., Evaluating Training, New Jersey, USA: Nichols Publishing, 1994.

Steers, Richard M. and Porter Lyman W., Motivation and Work Behaviour, 5th ed., Singapore: McGraw-Hill, Inc., 1991.

Steers, Richard M., Porter Lyman W., and Bigley, Gregory A., Motivation and Leadership at Work, Singapore: McGraw-Hill Companies, Inc., 1996.

B. Annual Reports and Bulletin

The Annual Reports of the National Registration Department, Malaysia  
for the years 1995 and 1996.

The Bulletins of the National Registration Department, Malaysia no. 2/96  
and 1/97.

C. Papers

Prokopenko, Joseph, Improving Public Service Productivity, Management Development Branch, Training Department, ILO, Geneva, 1989.

Lee Michael Jchew Choy, Employees Motivation: A Case Study At The Pos Malaysia Headquarters (University of Malaya MPA research paper, 1994).

Wong Chiang Heng, Motivation in the Accommodation and Works Directorate, Ministry of Defence (University of Malaya MBA research paper, 1996).

Zulkifli bin Hamzah, Motivasi Pegawai Professional Jabatan Kerja Raya: Satu Kajian di Ibu Pejabat JKR Malaysia (University of Malaya MPA research paper, 1995).

D. Newspaper Reports

Mislah Taib and Kamal Ahmad, "Pengeluaran Kad Pengenalan Baru Tergendala. JPN Mengaku Silap," Berita Harian, 20th March, 1992.

Bernama, "Bayar Guna Setem di JPN Dihapus," Utusan Malaysia, 24th April, 1997.

Shahrums Sayuthi, "Financial Scheme to Help Laid-off Workers," New Straits Times, 5th March, 1998.

E. Government Circular

Pekeliling Kemajuan Pentadbiran Awam bil. 6 Tahun 1991 - Panduan

Mengenai Peningkatan Productivity Dalam Perkhidmatan Awam Malaysia.

Pekeliling Perkhidmatan bil. 4 Tahun 1992 dan Panduan Pelaksanaan Sistem

Penilaian Prestasi Perkhidmatan Awam Malaysia, Kerajaan Malaysia, 1993.