

APPENDICES

Appendix A Questionnaire



20 May 2017

Dear Respondent:

A SURVEY ON THE IMPACT OF PSYCHOLOGICAL CAPITAL ELEMENTS AND WORK ENGAGEMENT TOWARDS JOB PERFORMANCE AMONG ASSISTANT REGISTRARS IN PUBLIC UNIVERSITIES AT KLANG VALLEY

With the Doctoral research paper I am currently pursuing, I would like to request your participation and consideration towards this research with the title as above-mentioned. This research aims to investigate the relationship between PsyCap and WE and job performance quality of your job dimensions, and your answers are so valuable to contribute the fundamental result in order to improve the organization's capabilities and performances. I am also confident that you will be able to provide the vital information which may assist the researcher in understanding this issue better.

It is strongly assured that all responses will be kept **strictly confidential** and will be restricted to the academic purposes only. Your personal data will not be revealed.

If you have any enquiries regarding this research, please do not hesitate to contact me at 017-5362218 or E-mail me at nordayanazulkifli_usim@gmail.com. Your cooperation and support in this matter is very much appreciated.

Thank you.

NORDAYANA ZULKIFLI

Doctoral Research candidate in Human Resource Management

Faculty of Leadership Management

Universiti Sains Islam Malaysia (USIM)

Tel: 017-5362218

Email: nordayanazulkifli_usim@gmail.com / nordayanazulkifli@gmail.com

Endorsed by:

Dr. Kalsom Ali

Research Supervisor

SECTION A: DEMOGRAPHIC PROFILE

This section is designed to obtain the demographic profile of the respondent. Please provide the information below.

1. Gender:

- ☐ Male
☐ Female

3. Marital Status:

- ☐ Single
☐ Married
☐ Others (please specify): _____

4. Age:

- ☐ 18 – 30 years old
☐ 31 – 40 years old
☐ 41 – 50 years old
☐ More than 50 years old

5. Race:

- ☐ Malay/Bumiputra
☐ Chinese
☐ Indian
☐ Others (Please specify): _____

6. Years of Working Experience:

- ☐ Less than 3 years
☐ 3-10 years
☐ 10-20 years
☐ More than 20 years

7. Have you been working at another organization before?

- ☐ Yes (go to question 8)
☐ No

8. If yes, please state your previous sector:

- ☐ Public organization/bodies
☐ Private organization/companies
☐ Self employed

SECTION B: PSYCHOLOGICAL CAPITAL (PSYCAP) QUESTIONNAIRE (PCQ)

Instruction: For each of the statements below, please indicate how you may describe **yourself right now**. Use the following scale to show your level of agreement or disagreement with each statement by placing a tick (✓) in the appropriate column

Note:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

SELF-EFFICACY

		5	4	3	2	1
9.	I feel confident analyzing a long-term problem to find a solution.	☐	☐	☐	☐	☐
10.	I feel confident in representing my work areas in meetings with management.	☐	☐	☐	☐	☐
11.	I feel confident contributing to discussions about the organization's strategy.	☐	☐	☐	☐	☐
12.	I feel confident helping to set targets/goals in my work area.	☐	☐	☐	☐	☐
13.	I feel confident contacting people outside the organization (e.g. suppliers/customers) to discuss problems.	☐	☐	☐	☐	☐
14.	I feel confident presenting information to a group of colleagues.	☐	☐	☐	☐	☐

HOPE

		5	4	3	2	1
15.	If I should find myself stuck at work, I could think of many ways to get out of it.	☐	☐	☐	☐	☐
16.	I am energetically pursuing my work goals.	☐	☐	☐	☐	☐
17.	I find that there is a lot of ways to solve any problem.	☐	☐	☐	☐	☐
18.	I see myself as being successful at work.	☐	☐	☐	☐	☐
19.	I can think of many ways to reach my work goals.	☐	☐	☐	☐	☐
20.	At this time, I am meeting the work goals that I have set for myself.	☐	☐	☐	☐	☐

RESILIENCE

		5	4	3	2	1
21.	When I have a setback at work, I have trouble recovering from it, or moving on.	☐	☐	☐	☐	☐
22.	I usually manage difficulties one way or another at work.	☐	☐	☐	☐	☐
23.	I can be "on my own", so to speak, at my work.	☐	☐	☐	☐	☐
24.	I usually take stressful things at work in stride.	☐	☐	☐	☐	☐
25.	I can get through difficult times at work because I have experienced difficulties before.	☐	☐	☐	☐	☐

26. I feel I can handle many things at one time in a job. ☐ ☐ ☐ ☐ ☐
- OPTIMISM**
27. When things are uncertain for me at work, I usually expect the best. ☐ ☐ ☐ ☐ ☐
28. I know something can go wrong for me work-wise, it will. ☐ ☐ ☐ ☐ ☐
29. I always look at the positive side regarding my job. ☐ ☐ ☐ ☐ ☐
30. I am optimistic about my future pertaining to work. ☐ ☐ ☐ ☐ ☐
31. In this job, things never work out the way I want to. ☐ ☐ ☐ ☐ ☐
32. I approach this job as “every cloud has a silver lining”. ☐ ☐ ☐ ☐ ☐

**SECTION C: JOB PERFORMANCE QUALITY
(IN ROLE & EXTRA ROLE PERFORMANCE)**

Instruction: Below are statements related to both in role and extra role job performance. Please rate **your performance** by placing a tick (✓) in the appropriate column.

Note:

1 = Strongly Disagree
2 = Disagree
3 = Neutral
4 = Agree
5 = Strongly Agree

IN-ROLE PERFORMANCE

- | | | 5 | 4 | 3 | 2 | 1 |
|-----|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 33. | I am able to compose written materials concisely. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 34. | I am able to communicate with diverse audiences. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 35. | I am able to communicate one-to-one and in group settings. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 36. | I am able to complete tasks in the time allocated. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 37. | I am approachable when colleagues need support. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 38. | I am able to cooperate and coordinate with other administrators/departments | ☐ | ☐ | ☐ | ☐ | ☐ |
| 39. | I am able to give clear instructions. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 40. | I am able to monitor performances and give feedback. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 41. | I am able to provide coaching in needed skill areas and support professional development. | ☐ | ☐ | ☐ | ☐ | ☐ |
| 42. | I am able to foster innovation. | ☐ | ☐ | ☐ | ☐ | ☐ |

— — — — —

EXTRA ROLE PERFORMANCE

50. I will help to make another worker productive.
51. I will help others who have heavy workloads.
52. I will help others who are absent.
53. I do not complain about my work tasks.
54. I maintain a clean workspace.
55. I will always inform about the company's development.
56. I will exceed my working hour to finish my tasks.
57. I always find fault in what my organization is doing.
58. I am willing to work overtime and over the weekend.

SECTION D: WORK ENGAGEMENT

Instruction: Below are statements about how **you feel at work**. Please indicate how often you felt it by placing a tick (✓) in the appropriate column.

- Note:**
- 1 = Almost Never (A few times a year or less)
 - 2 = Rarely (Once a month or less)
 - 3 = Often (Once a week)
 - 4 = Very Often (A few times a week)
 - 5 = Always (Every day)

	5	4	3	2	1
59. At my work, I feel bursting with energy.					
60. At my job, I feel strong and vigorous.					
61. When I get up in the morning, I feel like going to work.					
62. I am enthusiastic about my work.					
63. My job inspires me.					
64. I am proud of the work that I do.					
65. I feel happy when I am working intensely.					
66. I am immersed in my work.					
67. I get carried away when I am working.					

End of Questionnaire. Thank you

20 May 2017

Pn. Nurul Farhana Datuk Kamarulzaman

Assistant Vice President II

Pengurusan Air Selangor Sdn Bhd

Operational Services Department

Level 3, Tower D & E

Bangsar Trade Center

Kuala Lumpur

Dear Pn.,

Assalamu'alaikum warahmatullahi wabarakatuh.

The undersigned is a 2nd year Ph.D. candidate in Human Resource Management from Faculty of Leadership and Management, Universiti Sains Islam Malaysia (USIM) undertaking a research entitled **IMPACT OF PSYCHOLOGICAL CAPITAL ELEMENTS AND WORK ENGAGEMENT TOWARDS JOB PERFORMANCE**

With your expertise, I am humbly asking your permission to validate the attached the questionnaire, for the study using the attached rating tool. I am looking forward that my request would merit your positive response. I recognize the value of your time, and sincerely appreciate your efforts on my behalf. Should you have any queries, please do not hesitate to contact the researcher at the details listed below.

Thank you for your time.

Sincerely,

NORDAYANA ZULKIFLI

Doctoral Research candidate in Human Resource Management

Faculty of Leadership Management

Universiti Sains Islam Malaysia (USIM)

Tel: 017-5362218

Email: nordayanazulkifli_usim@gmail.com **OR** nordayanazulkifli@gmail.com

Noted by:

DR. KALSOM ALI

Supervisor, Faculty of Leadership and Management,

Universiti Sains Islam Malaysia (USIM)

20 May 2017

Dr. Wan Normila Mohamed, Ph.d

Senior Lecturer

Universiti Teknologi MARA (UiTM) Cawangan Negeri Sembilan

Kampus Seremban

Persiaran Seremban Tiga/1, Seremban 3,

70300 Seremban, Negeri Sembilan

Dear Dr.,

Assalamu'alaikum warahmatullahi wabarakatuh.

The undersigned is a 2nd year Ph.D. candidate in Human Resource Management from Faculty of Leadership and Management, Universiti Sains Islam Malaysia (USIM) undertaking a research entitled **IMPACT OF PSYCHOLOGICAL CAPITAL ELEMENTS AND WORK ENGAGEMENT TOWARDS JOB PERFORMANCE**

With your expertise, I am humbly asking your permission to validate the attached the questionnaire, for the study using the attached rating tool. I am looking forward that my request would merit your positive response. I recognize the value of your time, and sincerely appreciate your efforts on my behalf. Should you have any queries, please do not hesitate to contact the researcher at the details listed below.

Thank you for your time.

Sincerely,

NORDAYANA ZULKIFLI

Doctoral Research candidate in Human Resource Management

Faculty of Leadership Management

Universiti Sains Islam Malaysia (USIM)

Tel: 017-5362218

Email: nordayanazulkifli_usim@gmail.com OR nordayanazulkifli@gmail.com

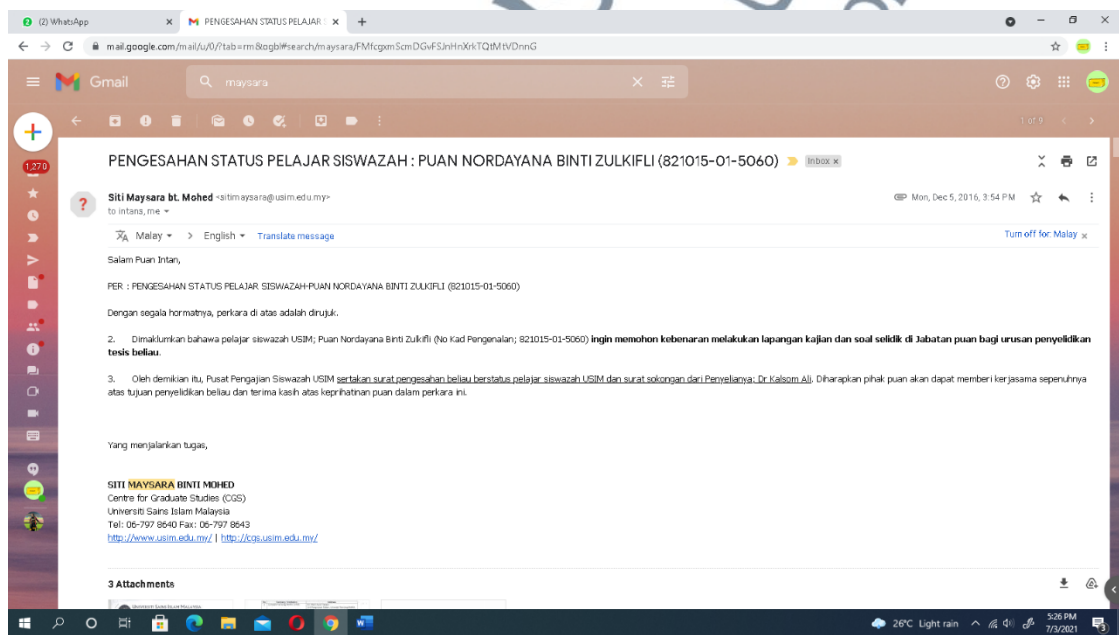
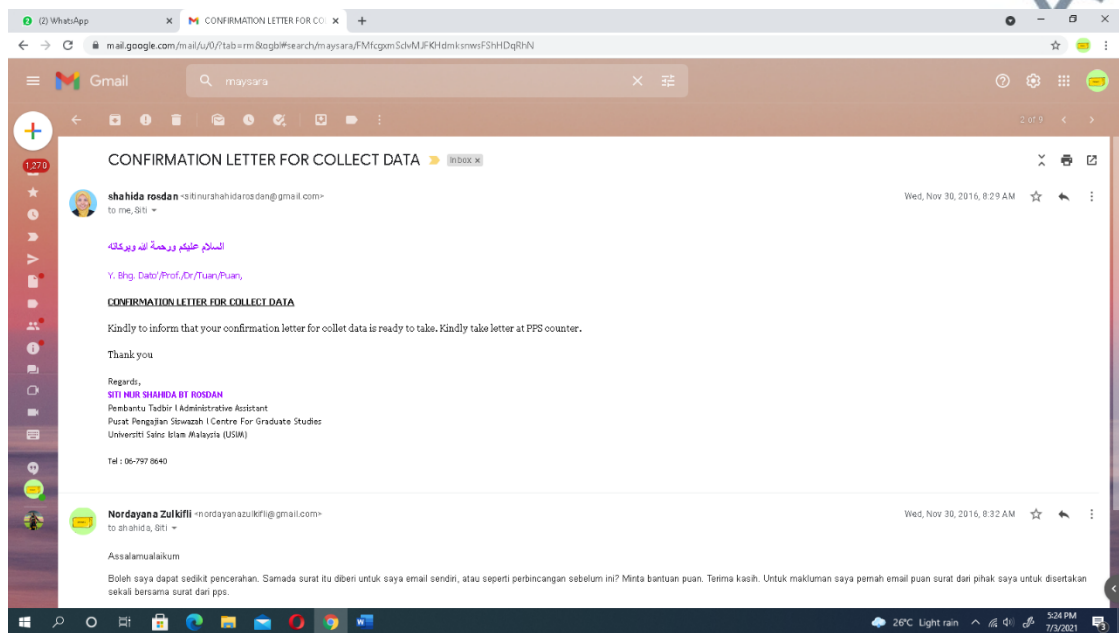
Noted by:

DR. KALSOM ALI

Supervisor, Faculty of Leadership and Management,

Universiti Sains Islam Malaysia (USIM)

Appendix C Confirmation Letter for Data Collection from CGS USIM



Appendix D Permission to do data collection (A)

A



UNIVERSITI SAINS ISLAM MALAYSIA
جَامِعَةُ الْعُلُومِ الْإِسْلَامِيَّةِ الْمَالِيزِيَّةِ
ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA

CENTRE FOR GRADUATE STUDIES
Tel: 06-797 8640 Fax: 06-797 8634

USIM 2.8/336/3 (4150038)
23 November 2016 / 23 Safar 1438H

**NAME AS ENCLOSED AT APPENDIX A
(Attn. To: To who it may concern)**

Dear Sir / Madam,

RE: SEEKING PERMISSION TO DO DATA COLLECTION & SURVEY

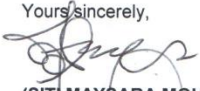
Name	: Nordayana Binti Zulkifli
Nric/Passport No.	: 821015-01-5060
Registration No.	: 4150038
Nationality	: Malaysian
Faculty	: Faculty of Leadership & Management
Programme	: Doctor of Philosophy Human Resource Management
Mode of Study	: Research
Duration of Study	: 6 - 8 Semesters
Current Semester	: 3 rd Semester

Your willingness to provide insights on this matter is highly appreciated.

Thank you. والسلام

KNOWLEDGEABLE • DISCIPLINED • DEVOUT

Yours sincerely,



(SITI MAYSARA MOHED)
Assistant Registrar
Centre for Graduate Studies

SMAU/SHS Falsafah pelayan Cakupan pelayan



Berilmu, Berdisiplin dan Bertakwa

Knowledgeable, Disciplined and Devout



CERTIFIED TO ISO 9001:2008 CERT. NO: AR 3454

Universiti Sains Islam Malaysia, Bandar Baru Nilai 71800, Negeri Sembilan Darul Khusus, Malaysia
Tel : (+6)06 - 798 8000 Faks : (+6)06 - 798 8204 www.usim.edu.my

Appendix E Permission to do data collection (B)

APPENDIX A

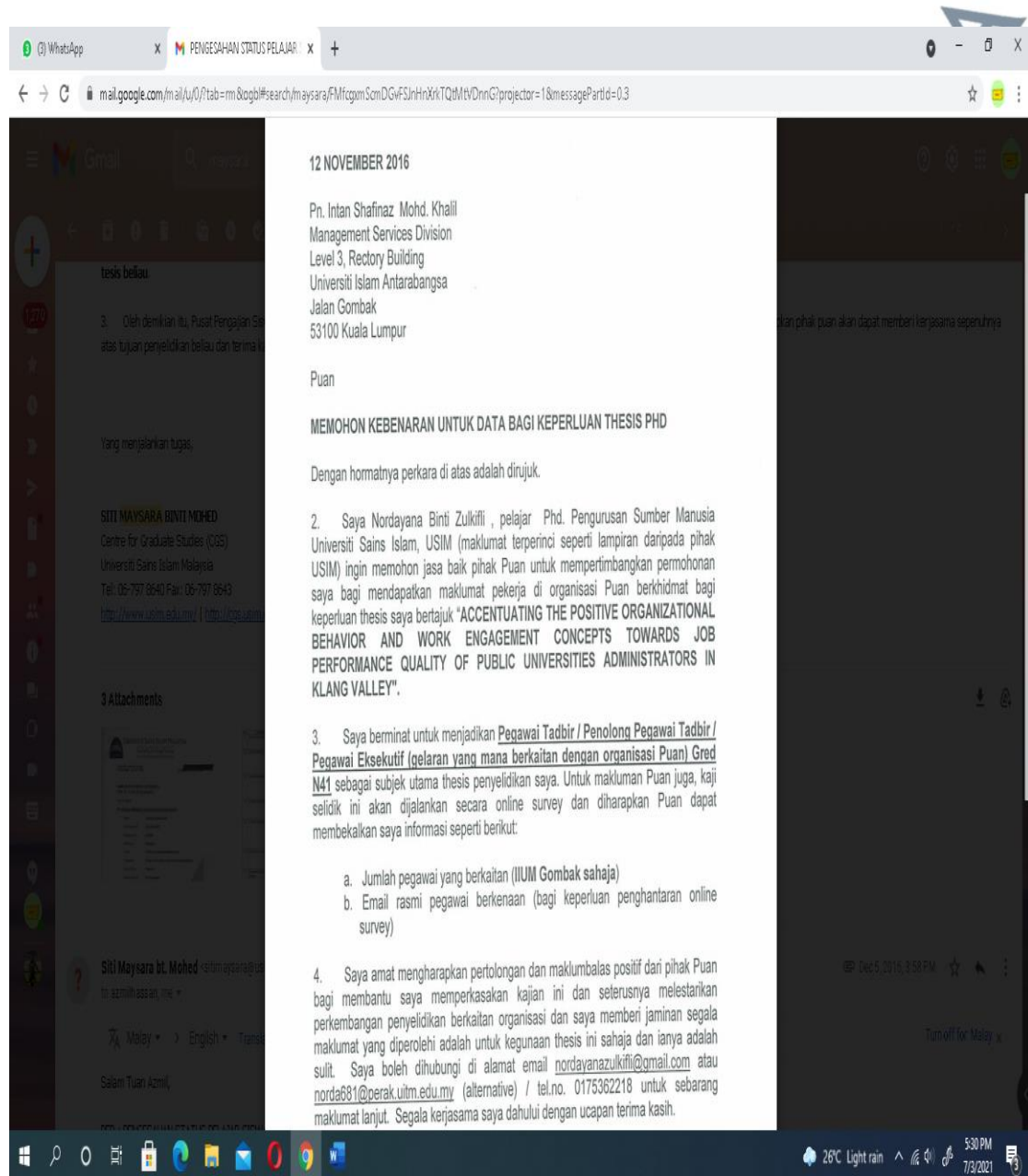
NAME OF COMPANY / INSTITUTION

No.	Company / Institution	Address
1	Universiti Teknologi MARA (UiTM)	En. Mohd Azmil Hassan Unit Pengurusan Sistem, Universiti Teknologi MARA, 40450 Shah Alam, Selangor
2	Universiti Malaya (UM)	En. Mohamad Apandi Khalib Timb. Pendaftar Kanan (Sumber Manusia), Unit Penjawatan dan Penggajian, Universiti Malaya, Jalan Universiti, 50603 Kuala Lumpur
3	Universiti Kebangsaan Malaysia (UKM)	Pn. Caro Bahagian Sumber Manusia, Jabatan Pendaftar, Aras 5, Bangunan Canselor, Universiti Kebangsaan Malaysia, 43650 Bangi, Selangor
4	Universiti Putra Malaysia (UPM)	Pn Nor Adida Abd. Khalid Ketua Bahagian Pengurusan Sumber Manusia, Pejabat Pendaftar, Bangunan Canselor Putra, Universiti Putra Malaysia, 43400 Serdang, Selangor
5	Universiti Teknologi Malaysia (UTM)	Pn. Norhafizah Mohd. Hanapiah Penolong Pendaftar Kanan, Seksyen Pengurusan dan Data, Bahagian Sumber Manusia, Universiti Teknologi Malaysia, 81310 Skudai, Johor
6	Universiti Islam Antarabangsa (IIUM)	Pn. Intan Shafinaz Mohd. Khalil Management Services Division, Level 3, Rectory, Building, Universiti Islam Antarabangsa, Jalan Gombak, 53100 Kuala Lumpur
7	Universiti Pertahanan Nasional Malaysia (UPNM)	Pn. Siti Maryam Ismail Bahagian Pengurusan Sumber Manusia Pertahanan, Universiti Pertahanan Nasional Malaysia, Kem Sungai Besi, 57000 Kuala Lumpur



UNIVERSITI ISLAM

Appendix F Permission to do data collection (C)





EQ EDITING AND TRANSLATION SERVICES

(PG 0290358-T)

NO 62, JALAN KOTA KENARI 1, TAMAN KOTA KENARI,

09000 KULIM, KEDAH DARUL AMAN

NO. TEL: 019-427 8905

Our Ref: EQ21/E3900/A1/A1008

Pn. Aslinda Abd Rahman @Kamarudin,
Head of Editor/Translator,
EQ Editing and Translation Services
No 62, Tmn Kota Kenari
09000 Kulim, Kedah.

10th AUGUST 2021

To:

Whom It May Concern

Sir/Mdm,

Proof of Consultation on Thesis Editing Service

I, Aslinda Abd Rahman @ Kamarudin (IC number: 752601-14-5014) hereby confirm that on behalf of my company, I have been consulted by **NORDAYANA ZULKIFLI (IC NUMBER 821015015060)** from **UNIVERSITI SAINS ISLAM MALAYSIA (USIM)** who requested for an editing and proofreading service on her thesis entitled '**The Impact Of Psychological Capital Elements And Work Engagement Towards Job Performance Among Assistant Registrars In Public Universities In Klang Valley**'.

2. For the record, the paper has been read, edited and proofread by our editors, and the whole process was completed on the 8th August 2021.

3. I sincerely hope that the above details and proof of consultation will be able to be of assistance for your future reference. Thank you.

Yours Sincerely,

PN ASLINDA SOFLA ABD RAHMAN @ KAMARUDIN
Head of Editors / Translators
EQ Editing and Translation Services

