



**FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES  
BACHELOR IN ADMINISTRATIVE SCIENCE**

**RESEARCH METHODOLOGY (ADS555)**

**RESEARCH PROPOSAL**

**Title of Proposal**

**A Study on Factor that Contributes to the Employee's  
Performance**

**Name of Students**

Nur Ashikin bt Saharudin 2010481476

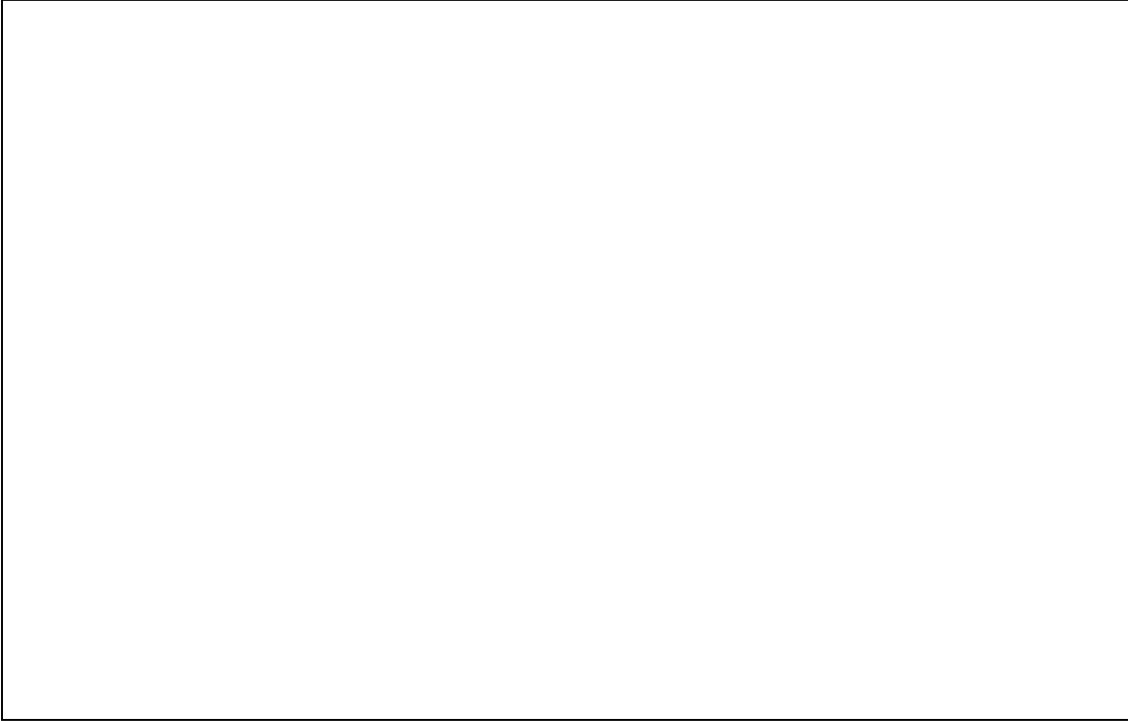
Wan Nurliyana bt Wan Zaizin 2010267152

**Name of Supervisor**

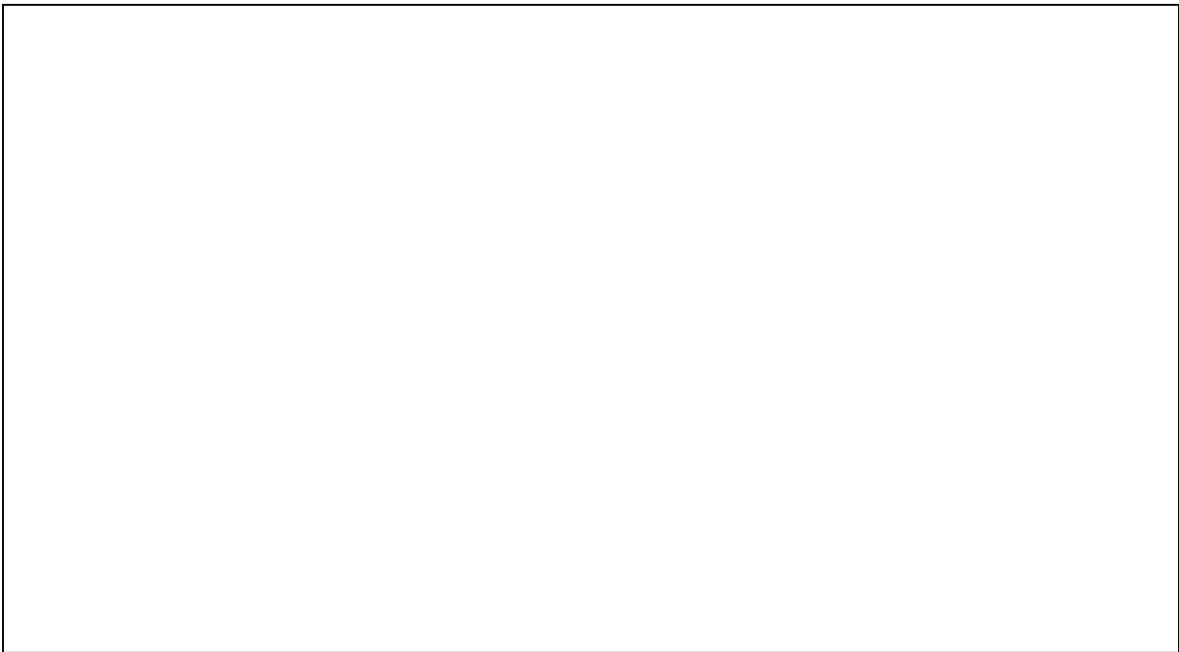
Miss Nurul Hanis bt Mohd Sabri

**Semester September - January 2012**

### Supervisor's Comments

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### Moderator's Comments

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**CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE  
SUPERVISOR**

Miss Nurul Hanis Bt Mohd Sabri

I have reviewed the final and complete research proposal and approve the submission of this report for evaluation.

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(Signature)

Date:

## **Acknowledgement**

First and foremost, in the name of ALLAH SWT, the most gracious and merciful, thank you for giving us such strength and patientness throughout the research.

We would like to express our gratitude and thankfulness to Miss Nurul Hanis Bt Mohd Sabri, our supervisor for her sincere guidance and hard works in the way of the research completeness as well as for her opinions and views she proposed such giving us the idea from various draft stages of reports and assistance in providing us the structure of the work.

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Thank you and thousand appreciations.

## CHAPTER 1

### INTRODUCTION

#### 1.0 INTRODUCTION

Employees basically refer to people who work for another to get salary or any return and who does not provide these services as part of an independent business. The employees are playing the important role because they are the ones who provide services and products and the organization will not function smoothly without them. Therefore, the organization must cooperate and motivate the employees to get a better result. Building a positive communication with employees is important because they are the organization's best ambassadors or loudest critics, depending on how fast they get relevant information and the context in which it is received (Howard, 1998). As long the communication between the employers and employees doing great, the employees will feel that they are value towards the organization and it automatically will build the loyalty, commitment and satisfaction in them.

Communication is important in our daily life and so does in an organization. Gamble and Gamble (1999) stated: "Communication is the core of our humanness", and that "how we communicate with each other shapes our lives and our world". Communication skills can help us to get know each other or to confront in any situation and it may increase our critical thinking skills, flexibility and integrity.

Communication has many types which include: interpersonal communication; intrapersonal; group communication; public communication; mass communication; and online or machine-assisted communication. Group communication can be defined as the