FACTORS INFLUENCING JOB PERFORMANCE AMONG ADMINISTRATIVE STAFF AT SYARIKAT AIR MELAKA BERHAD (SAMB)

NUR ATIKAH BT HAMZAH
2009564137

NURUL JANNAH BT ZULKIFLI
2009377131

MADAM SITI MELINDA BT HARIS
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Nur Atikah Binti Hamzah
Nurul Jannah bt Zulkifli
Bachelor in Administrative Science (Hons)
Faculty of Administrative Science & Policy Studies
University Teknologi MARA, Kampus Bandar Melaka.
THE DECLARATION

We hereby declare that the work contained in this research proposal is originally and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM’s rules and academic regulations.

Signed,

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Nur Atikah Hamzah        2009564137
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Nurul Jannah Bt Zulkifli  2009377131
CLEARANCE FOR SUBMISSION OF THE RESEARCH REPORT BY THE SUPERVISOR

Name of Supervisor : Madam Siti Melinda bt Haris

Title of Research Proposal : A Study on Factors Influencing the Job Performance Among The Employees

Name of student : Nur Atikah Hamzah 2009564137

: Nurul Jannah bt Zulkifli 2009377131

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

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(Date)

Date :
The purpose of this study is to identify the factors influencing the job performance among the administrative staff. The study has been carried out at Syarikat Air Melaka Berhad (SAMB). It involved eight departments in SAMB which are department of information technology, department of audit, department of customer center and department of business development. The objectives of this research is to identify the relationship between motivation and job performance, the relationship between working experience and job performance and the relationship between knowledge and skill towards the job performance among the administrative staff at Syarikat Air Melaka Berhad (SAMB). The convenient sampling technique has been used to select the respondent from the sampling frame of these eight departments in SAMB. The overall results of the data analysis suggest that knowledge and skills have high significant relationship towards the job performance among the administrative staff.