THE IMPACT OF ORGANIZATIONAL CHANGES TOWARDS EMPLOYEES’ PERFORMANCE AT NORTHPORT (MALAYSIA) BHD

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JULY 2018
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Submitted in Partial Fulfilment of the Requirement for the Bachelor of Business Administration with Honours (International Business)

FACULTY OF BUSINESS MANAGEMENT
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JULY 2018
I, Nuzul Najwa binti Nazree, (I/C Number: 960207-06-5644)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _________________________ Date: 5th July 2018
LETTER OF TRANSMITTAL

5th July 2018

The Head of Program
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Faculty of Business Management
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75300 Melaka.

Dear Sir/Madam

SUBMISSION OF PROJECT PAPER

Attached is the project paper titles ‘The Impact of Organizational Changes towards Employees’ Performance at Northport (Malaysia) Bhd’ to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Sincerely,

(Nuzul Najwa binti Nazree)
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ABSTRACT

The purpose of the study was to investigate the impact of organizational changes towards employees’ performance at Northport (Malaysia) Bhd (NMB). Organizational changes which consist of communication, leadership, employee development and tolerance to change become the independent variables meanwhile employees’ performance becomes the dependent variable in this study. The research will be carried out with a sample size minimum of 335 employees from the total population of 2528 employees of NMB. In addition, the data that will be collected is by using a detailed structured questionnaire that must be answered by the respondents. Moreover, the researcher will use Proportionate Stratified Random (PSR) sampling method in order to gather the data from respondents. The data collected has been evaluated by using the Statistical Package for the Social Science (SPSS) version 21.0. Hence, Multiple Regression analysis indicated that there is a significant relationship between communication, leadership and tolerance to change with employees’ performance. However, no significant relationship between employee development with employees’ performance. Regression analysis also reveals that tolerance to change is the most influential factor towards employees’ performance at NMB.

Keywords: Organizational Changes, Employees’ Performance