FACTOR INFLUENCING PERFORMANCE OF POSTMAN IN POS MALAYSIA MELAKA

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Submitted in Partial Fulfillment of the Requirement of the for the Bachelor of Business Administration (Hons) Human Resource Management

FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA

2010
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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 any independent work and investigation, except where otherwise stated.

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Signature: ____________________  Date: ______________
LETTER OF SUBMISSION

7th May 2010

The Head of Business Administration
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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title “FACTOR INFLUENCING PERFORMANCE OF POSTMAN IN POS MALAYSIA MELAKA” to fulfill requirement as needed by Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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The purpose of this study is to identify factors influencing performance of postman in Pos Malaysia Melaka. Specific objectives were to estimate self-reported performance, and determine whether differences in employee demographics, job satisfaction, and organizational commitment, influenced performance.

All postmen at Melaka General Pos Office were randomly selected. The questionnaire was sent to 50 respondent. Statistical analysis included reliability test, descriptive statistic and cross tabulation analysis.

The study finds that job performance is positively correlated with organizational commitment, job satisfaction and personal variables. Both job satisfaction and organizational commitment are strong predictors of postman’ performance. Job performance is positively related to some personal factors, including years of experience, income level, number of children and marital status. Level of education is negatively related to performance.

The organization should be placed on effective supervision, empowerment, and a better reward system for postman, therefore, they need to adopt effective human resources strategies that aim to improve commitment and retention of qualified workers.
TABLE OF CONTENT

ACKNOWLEDGEMENT                          iv
TABLE OF CONTENT                           v
LIST OF TABLES                              vi
LIST OF FIGURES                            vii
ABSTRACT                                    ix

CHAPTER 1: INTRODUCTION                    1
  1.1. Background Of Study                  3
  1.2. Problem Statement                    4
  1.3. Research Questions                   8
  1.4. Research Objectives                  9
  1.5. Theoretical Framework                10
  1.6. Hypothesis                           11
  1.7. Significance of Study                12
  1.8. Scope of Study                       13
  1.9. Definition of Terms                  14

CHAPTER 2: LITERATURE REVIEW               15
  2.1 Area One (Dependent Variable)         15
  2.2 Area 1 (Independent Variable 1)       17
  2.3 Area 2 (Independent Variable 2)       23

CHAPTER 3: RESEARCH METHODOLOGY            29
  3.1 Introduction                          29
  3.2 Research design                       29
  3.3 Population                            30
  3.3 Sampling                              31
    3.3.1 Sampling Frame
    3.3.2 Sampling Size
    3.3.3 Sampling Technique
  3.4 Data Collection Method                 32
    3.4.1 Primary Data
    3.4.2 Secondary Data
  3.5 Questionnaire Design                   34
  3.6 Data Analysis and Interpretation       34