FACTORS AFFECTING UNION EFFECTIVENESS:
A CASE IN TENAGA NASIONAL BERHAD

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Hereby, declare that:

- This work has not previously been accepted in substances 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, expect where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____________________   Date: ______________________
10th January 2014

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Dear Sir/ Madam,

Submission of Project Paper

Attached is the project paper “Factors Affecting Union Effectiveness: A Case in Tenaga Nasional Berhad” to fulfill the requirement as needed by the Faculty of Business Management Universiti Teknologi MARA.

Thank you,

Yours sincerely,

___________________________________

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ABSTRACT

“FACTORS AFFECTING UNION EFFECTIVENESS: A CASE IN TENAGA NASIONAL BERHAD”

Union effectiveness is defined as the activities and organizational attributes which allow the union to achieve its goals. The purpose of this study is to determine the relationship between IV (delivery processes, improve in wages and benefits, leadership stability, union political) and DV (union effectiveness). This study was conducted at Tenaga Nasional Berhad (TNB) Negeri Sembilan and aims to address the most significant factor towards union effectiveness. 104 questionnaires were gathered in this research. The questionnaires were used to obtain and collected the data from the respondent. Simple random samplings are being used in this study as sampling design. Overall results revealed that delivery process was the most important predictor of union effectiveness. The findings obtained in this study particularly useful for both organization and union itself in understanding the importance of delivery process towards the union effectiveness. It is suggested that Union should organize itself in terms of improving communication with union members and understanding the employer business because these factors will enhance the union member’s perception of union effectiveness.

Keywords: Union Effectiveness, Union Political, Delivery Process, Leadership Stability, Improve in Wages and Benefits.
TABLE OF CONTENT

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TABLE OF CONTENT</td>
<td>v</td>
</tr>
<tr>
<td>LIST OF FIGURE</td>
<td>viii</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>ix</td>
</tr>
<tr>
<td>LIST OF ABBREVIATION</td>
<td>x</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>xi</td>
</tr>
</tbody>
</table>

CHAPTER 1 INTRODUCTION

1.1 Background of Study 1

1.2 Background of Tenaga Nasional Berhad 4
   1.2.1 Vision 6
   1.2.2 Mission 6
   1.2.3 Board of Director 6

1.3 Problem Statement 8

1.4 Research Questions 9

1.5 Research Objectives 9

1.6 Significant of Study 10
   1.6.1 Organization 10
   1.6.2 Trade Union 10

1.7 Limitations 11

1.8 Definition of Terms 11