“A STUDY ON FACTORS THAT INFLUENCE EMPLOYEE ENGAGEMENT AT HEITECH MANAGED SERVICES SDN BHD”

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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 and other degree.
- 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: ......................................................
LETTER OF SUBMISSION

January 6th, 2014

Puan Nani Shuhada Bte Sehat,
Faculty of Business Management
Universiti Teknologi Mara
Kampus Alor Gajah, Melaka

Dear Madam,

SUBMISSION OF RESEARCH PAPER

Attached is the project paper entitled “A Study on Factors That Influence Employee Engagement at HeiTech Managed Services” to fulfil the requirement as needed by the faculty of Business Management, Universiti Teknologi Mara.

Thank You

Yours Sincerely,

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ABSTRACT

Engaging right employees with their right behaviours are the critical aspect faced by organization today. This engagement starts when a firm able to find, understand and manage those talented workers and strive to maintain it into a higher level of engagement. High level of employee engagement may guarantee not only the short term survival of a firm but also the factor for a long term business performance. Nevertheless, for employees act to be an engaged workers, neither employers not only prioritized on what they should do to ensure them to be engaged but employees are also eligible to say their wants in making them to be such accordance employees. The purpose that the researcher wanted to conduct this study is mainly to know the factors that would made employees to be engaged in the organization, thus, able to retaining them for a long period of time. Apart from that, if the employees were said to be engaged, employers strive to keep it into a higher level, meaning that to ensure the employees would contribute towards high performance for the benefits of themselves and the organization. This study was conducted at HeiTech Managed Services Sdn. Bhd whereby the population are the employees. It has 170 targeted employees, however only 130 employees were selected as the sample size and it was based on the probability of Simple Random Sampling. Unfortunately, out of 130, only 100 respondents managed to return back the questionnaires to the researcher. This study found out that those three independent variables which are working environment, working relationship and career development had a relationship with employee engagement. Nevertheless, working environment is the most influence factor of employee engagement in this study.

Key Words: working environment, working relationship, career development and employee engagement.