



UNIVERSITI TEKNOLOGI MARA

**THE DETERMINANTS THAT INFLUENCE JOB  
PERFORMANCES AMONG SERVICE COUNTER WORKERS  
AT POS MALAYSIA BERHAD**

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**DECEMBER 2011**

DECLARATION OF ORIGINAL WORK



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**"DECLARATION OF ORIGINAL WORK"**

I, Nor Hafiza bt Ahmad, (I/C Number: 870202-10-5214)

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: \_\_\_\_\_

# LETTER OF SUBMISSION

16 DECEMBER 2011

EXAMINER OF PROJECT PAPER

THE HEAD OF LEARNING CENTER  
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DEAR SIR,

## **SUBMISSION OF PROJECT PAPER (HRM662)**

Attached is the project paper titled “**THE DETERMINANTS THAT INFLUENCE JOB PERFORMANCES AMONG SERVICE COUNTER WORKERS AT POS MALAYSIA BERHAD**” to fulfil the requirement as needed by the Faculty of Business Management, University Teknologi MARA.

Thank you

Yours sincerely

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Bachelor of Business Administration (Hons) Human Resource Management

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## **ABSTRACT**

Recent studies have stated that the success of service organizations in general depends upon the performance of its frontline employees. Therefore, this study was conducted to examine the most dominant factor that influences job performance of service counter workers in post offices. 57 of the total employees that work in Pos Malaysia Berhad post offices around Shah Alam were the selected respondents. In finding and examining the factor, this study is based of three main research objectives. First is to identify the most dominant factor that influences the job performances of service counter workers at Pos Malaysia Berhad. Second is to examine the level of job performances among these service counter workers, and finally to study the relationship between the independent variables, which are job rotation, perceived co-worker support, reward systems and employee characteristics, with the dependent variable, job performance. In collecting the data, population design is used instead of sampling design. Data were collected through interview and survey questionnaire. In analyzing the data, reliability test, descriptive analysis and coefficient correlation was used to measure the data. Pilot study was firstly done as to test the reliability of the formulated questionnaire, and it was found that the internal consistency reliability of the measures used in the pilot study is good and acceptable. The results of the data analysis have also concluded the three research objectives. First, the most dominant factor that influences job performance is job rotation. Second, the level of performance of the service counter workers was found to be good, and finally, it was found that there is a positive relationship between job rotation, rewards and employee characteristics, with job performance. Furthermore, the findings show that there is no relationship between perceived co-worker support and job performance.