



FACTORS AFFECTING EMPLOYEES' JOB PERFORMANCE IN
TELEKOM MALAYSIA, MITC, MELAKA

NURUL SHAZWANNIE BINTI ZAINODIN

2011236392

NUR HANI BINTI ZALID

2011615096

BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN
RESOURCES MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

MALACCA CITY CAMPUS

JULY 2013



FACTORS AFFECTING EMPLOYEES' JOB PERFORMANCE IN TELEKOM MALAYSIA,
MITC, MELAKA

NURUL SHAZWANNIE BINTI ZAINODIN

2011236392

NUR HANI BINTI ZALID

2011615096

BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCES
MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

MALACCA CITY CAMPUS

Submitted In Partial Fulfilment of the Requirement for the
Bachelor of Business Administration (Hons) Human Resources Management



BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

MALACCA CITY CAMPUS

“DECLARATION OF ORIGINAL WORK”

I, **NURUL SHAZWANNIE BINTI ZAINODIN** (Matric Number: **2011236392**)

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 information have been specifically acknowledged.

Signature:

Date:

LETTER OF SUBMISSION

July 2013

The Head of Program
Bachelor of Business Administration (Hons) Human Resources Management
Faculty of Business Management
University Teknologi Mara
Malacca City Campus
110 Off Jalan Hang Tuah
75300 Malacca

Dear Madam/Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title 'FACTORS AFFECTING EMPLOYEES' JOB PERFORMANCE IN TELEKOM MALAYSIA, MITC, MELAKA' to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank You.

Yours Sincerely,

NURUL SHAZWANNIE BINTI ZAINODIN

2011236392

Bachelor of Business Administration (Hons) Human Resources Management

ABSTRACT

Employees' job performance is one of the famous issues aroused in many organizations nowadays. Organization should be able to retain and improve their employees' job performance in order to gain competitive advantage. As for Telekom Malaysia, MITC, Melaka, researcher is interested to identify what are the predictors of employees' job performance in this organization. This is because based on the observation made by researcher, TM Melaka have a good performance in terms of their sales performance, profit and revenue generated in the past few years. The first research objective is to determine the relationship between leadership and employees' job performance. Second objective is to determine the relationship between training and employees' job performance. The third objective is to determine the relationship between work knowledge and employees' job performance. The fourth objective is to determine the most dominant factor that contributes towards employees' job performance. The total number of respondents is 63 people selected from non-executives through Simple Random Sampling. The data were collected through distribution of questionnaire survey and interpreted into readable and informative data through Descriptive Analysis, Reliability Analysis, Pearson's Correlation Analysis and Multiple Regressions Analysis. The findings supported all four objectives whereby there is a relationship between all three independent variables which are leadership, training and work knowledge with the dependent variable, employees' job performance. The most dominant factor that contributes towards employees' job performance is leadership.

Keywords: Employees' job performance, leadership, training, work knowledge