



**FACTORS THAT AFFECT EMPLOYEES'
BEHAVIOUR AMONG THE NON EXECUTIVE
WORKERS IN NITAR'S PALM OIL INDUSTRIES**

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**BACHELOR OF BUSINESS ADMINISTRATION
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NOVEMBER 2010

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NURUL SYAFRIENA BINTI KHAIRUDIN

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

FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS

2010

[ii]

DECLARATION OF ORIGINAL WORK



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MELAKA CITY CAMPUS**

“DECLARATION OF ORIGINAL WORK”

I, NURUL SYAFRIENA BINTI KHAIRUDIN, (I/C Number: 870505-23-5534)

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 results of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotations marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF TRANSMITTAL

Date: November 8, 2010
Nurul Syafriena binti Khairudin (2008410406)
Faculty of Business Management,
Universiti Teknologi MARA City Campus,
110 Off Jalan Hang Tuah, MELAKA.
October, 2010

The Project Advisor,
Puan Siti Hawa binti Kassim,
Universiti Teknologi MARA, Melaka City Campus, Melaka

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 662)

Attached is the project title “**FACTORS THAT AFFECT EMPLOYEES’ BEHAVIOUR AMONG THE NON EXECUTIVE WORKERS IN NITAR’S PALM OIL INDUSTRIES**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you,

Yours sincerely,

NURUL SYAFRIENA BINTI KHAIRUDIN

2008410406

Bachelor of Business Administration (Hons) in Human Resource Management

ABSTRACT

Employees' behaviour plays an important role in determining the successfulness of an organization. Organizations around the world face similar business challenges such as the difficulty to manage the employee especially the non executive workers. If the employees are well-behaved, the level of self-esteem and motivation will be high and therefore, it will influence the organization's performance resulting in higher productivity and simultaneously bring onto organizational successfulness. When looking at this problem area, we found that there may be actions that companies can use to cater to this problem in reducing the employee's deviant behaviour. The past researcher shows that there are many factors that affect the employee's behaviour. This study focus on three factors that could affect employee's behaviour which is organization's culture, structure and system and management practices. This study has been conducted within Nitar's Palm Oil Industries and it involved respondents among non executive workers. For measuring the three factors, quantitative method has been selected, using questionnaire that were determined through Likert Scale. Results of the present study showed that the most influential factors that affects employee's behaviour among non executive level in Nitar's Palm Oil Industries is organization's culture. It also shows that organization's culture has a positive correlation relationship with employee's behaviour in Nitar's Palm Oil Industries. Several recommendations were given such as instilling good culture within the organizations through great examples and leadership. Besides that, clear cut explanations and company's support towards employees may play a big role in increasing the performance level of the company.