



**FACTORS THAT AFFECT EMPLOYEE'S
JOB PERFORMANCE OF HUMAN RESOURCE DIVISION ,
UKM MEDICAL CENTRE CHERAS**

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DECLARATION OF ORIGINAL WORK

I, ZARITH SOFIA BINTI MUJAMIL
2008280202 hereby, declare that:

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1. This work has not previously been accepted in substance for any degree, locally or overseas and not being concurrently submitted for this degree or any other degrees.
2. This project paper is the result of the independent investigation of the analyst, except where otherwise stated.
3. All verbatim has been distinguished by quotation marks and sources of information have been specifically acknowledged.

Signature:

Date: 05 Mei 2010

ABSTRACT

In this competitive age, most organizations have taken great efforts to improve the employee potential and performance. Employees are the most valuable asset in any organization. A successful and highly productive organization can be achieved by engaging them in improving their performance. By focusing in employees' job performance, this research will discuss the factors that affect the employees' job performance among Human Resource Division staffs. The objective of this study is to determine the most factor that can affect employee's job performance. Next, to examine the relationship between training program, reward, technology and employee performance. Finally, to identify the level of employee's job performance in Human Resource Division, from prior literature, there are many factors that affect the employees' job performance. The factors may come from internal and external factors of the employee. This research examines whether training program, reward and technology affect the Human Resource Division staffs performance. Data obtained from fifty of Human Resource Division staff in UKM Medical Centre, Cheras. Reliability analysis, Frequency distribution and factor analysis multiple regression analysis methods used to analyze the data. The result shows that reward and technology are the factors that affect employees' job performance. This study recommends that UKM Medical Centre need to reward and update their technology to their employees'. The future researchers should come out with other factors that may affect the employees' job performance in Malaysian companies and wish them to extend their research to a wider sample and longer period so that they can find better outcome and can obtain normal reliability of their data.

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