"SATISFACTION OF EMPLOYEE'S TOWARDS PERFORMANCE APPRAISAL SYSTEM AT TM MELAKA"

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I, SITI SANIAH BT MISRAN,

Hereby, declared that,

- This work has not previously been accepted in substances 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: _____

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ABSTRACT

The level of employee satisfaction will direct the company performance. Employee satisfaction is essential to the success of any business. Meanwhile, the term "performance appraisal" refers to the process by which an individual's work performance is assessed. This study investigated about the satisfactions of employee on performance appraisal system. The sample (N=80) of respondent comes from TM Melaka. The purpose of this study was to identify the keys that contribute to the satisfaction of the employee's regard performance appraisal system. For this particular study, the researcher using the pearson correlation and backward regression for the data analysis. The pearson correlation have been used for identify the relationship between the three independent variables and dependent variable which is employee satisfaction towards the performance appraisal. The researcher using the backward regression for identifies the most important factors that lead to employee's satisfaction. for The result shows that there was a positive correlation between all independent variables which are accuracy of assessment, conflict of interest and timeline with employee satisfaction. Results also showed that conflict of interest become the most important factors that lead to employee's satisfaction.

TABLE OF CONTENT

Pages

<u>CHAPTERS</u>

INTRODUCTION

LITERATURE REVIEW