



**A STUDY ON FACTORS THAT AFFECTING ON EMPLOYEES'  
HUMAN RELATIONS AMONG CORPORATE SUPPORT  
SERVICES STAFF AT KERETAPI TANAH MELAYU BERHAD  
(KTMB)**

**SITI AISAH BINTI SHAMSUDIN**

**2008528221**

**BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) HUMAN RESOURCE MANAGEMENT  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA**

**MAY 2011**

## LETTER OF DECLARATION



**BACHELOR OF BUSINESS ADMINISTRATION (HONS)  
HUMAN RESOURCE MANAGEMENT  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA**

**“DECLARATION OF ORIGINAL WORK”**

**I, SITI AISAH BINTI SHAMSUDIN,**

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and it 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: \_\_\_\_\_

## **ACKNOWLEDGMENT**

Bismillahirrahmannirrahim,

Assalamualaikum,

Alhamdulillah, I would like to specially acknowledge the following people for their invaluable contributions in the preparation of this report:

1. Academic advisor, Mr. Za'abah Mohamad, for his good advice in order to accomplish my studies thesis with a good quality. And also to Mr. Nur Azree Bin Mahmud, second advisor.
2. Training supervisor, Mr. Nor Azizi Azis , who had provides lot of guidance's and knowledge.
3. My Head Department, Mrs. Sharifah Mohd Sharif, and all my colleagues for lot of help and advice during my training period.
4. My family and my entire friend that are involved direct or indirectly in completing this thesis.

Apart from that, I hope that all information that I gathered and collected and also the recommendation that given here will increase knowledge of anyone especially workers and management levels at Keretapi Tanah Melayu Berhad (KTMB) regarding the issue of "Factors that affecting on employees' human relations among corporate support services staff at Keretapi Tanah Melayu Berhad (KTMB)"

It would be a great honor for me if it uses as reference or for any other good cause.

I'm also thanking to everyone who has contributed to the completion this proposal direct or indirectly.

A million thank you to all and WasSalam...

## **ABSTRACT**

### **A STUDY ON FACTORS THAT AFFECTING ON EMPLOYEES' HUMAN RELATIONS AMONG CORPORATE SUPPORT SERVICES STAFF AT KERETAPI TANAH MELAYU BERHAD (KTMB)**

Human relations refer to the skill or ability to work effectively with other people. In a workplace, human relations also involve an understanding of how people work together in groups, satisfying both individual needs and group objectives. As we noticed, anytime and every organization in this world, the main thing that they should take into account is employees' human relations. Without having this, the whole organization might collapse as it always rely and depends on employees. Therefore, in any ways, the leader or the management should highlight on how to build good human relations with their employees. This is very necessary to make sure the employees can stay longer and keep loyal towards the organization.

Hence, this research aims to investigate and identify the Human Relations Factors among Corporate Support Services staff at Keretapi Tanah Melayu Berhad (KTMB). At the end, this research will determine whether Human Relations Factors such as Self-Discipline, Reliability and Communication will affect towards Employees' Human Relations at Keretapi Tanah Melayu Berhad (KTMB) or not.

By using all of the 60 Questionnaires, the findings highlighted on the four Human Relations Factors as mentioned. Therefore, in order to determine the relationship between Human Relations Factors and Employees' Human Relations, a Likert-type scale has been developed and tested. Therefore in this research, the researcher tries to identify the most influential factor and the relationship between dependant and independent variables.

**Keyword** – Employees' Human Relations

**Research type** – Mode B

# TABLE OF CONTENTS

## CHAPTERS

<b>DECLARATION OF ORIGINAL WORK .....</b>	<b>iii</b>
<b>LETTER OF SUBMISSION .....</b>	<b>iv</b>
<b>ACKNOWLEDGEMENT .....</b>	<b>v</b>
<b>TABLE OF CONTENT .....</b>	<b>vi-viii</b>
<b>LIST OF TABLE .....</b>	<b>ix</b>
<b>LIST OF FIGURE .....</b>	<b>ix</b>
<b>ABSTRACT .....</b>	<b>x</b>

<b>1. INTRODUCTION</b>	<b>PAGE</b>
1.1 Background Of Study	1-4
1.2 Background Of Company	4-9
1.3 Problem Statement	10-11
1.4 Research Questions	12
1.5 Research Objectives	13
1.6 Scope Of Study	14
1.7 Significance Of Study	14
1.8 Limitations	15
1.9 Definition Of Terms	16
<b>2. LITERATURE REVIEW</b>	
2.1 Introduction	17
2.2 Factors That Affecting Employees' Human Relations	18
2.2.1 Self Discipline	18-19
2.2.2 Reliability	20-21