



UNIVERSITI TEKNOLOGI MARA

**THE ROLE OF EMPLOYEE INDIVIDUAL DIFFERENCE
AND ORGANIZATION IN INFLUENCING ABSENTEEISM OF WORK
AT ROYAL MALAYSIAN CUSTOMS, GELANG PATAH**

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ACKNOWLEDGEMENTS

*“IN THE NAME OF ALLAH, THE MOST GRACIOUS AND THE MOST
MERCIFUL”*

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ABSTRACT

THE ROLE OF EMPLOYEE INDIVIDUAL DIFFERENCE AND ORGANIZATION IN INFLUENCING ABSENTEEISM OF WORK AT ROYAL MALAYSIAN CUSTOMS, GELANG PATAH.

Absenteeism can affect huge burdens on company and towards employees itself. Absenteeism can be divided into two types which are culpable and non-culpable absenteeism. Every employee has their own difference in their demography which this role can create a positive or negative effect towards absenteeism. Other than demography, the organization itself plays a role towards reducing the number of absenteeism. This study has been conducted within Royal Malaysian Customs, Gelang Patah and it involved 150 respondents in different department. Recommendations for future research are also have been discussed in the end of this study, so that employees and organizations know their responsibilities, not only towards their organization but also to the employees itself.

TABLE OF CONTENTS

	Page
TITLE PAGE	ii
DECLARATION OF ORIGINAL WORK	iii
LETTER OF TRANSMITTAL	v
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	vi
LIST OF FIGURES	ix
LIST OF TABLES	x
ABSTRACT	xi
CHAPTER 1 INTRODUCTION	
1.0 Introduction	1
1.0.1 Researcher Background	
1.1 Background of Study	2
1.1.1 Company Background	
1.2 Problem statement	4
1.3 Research Questions	5
1.4 Research Objectives	5
1.5 Significance of Study	6
1.5.1 Significance to the company	
1.5.2 Significance to the employees	
1.5.3 Significance to the researcher	
1.6 Scope of Study	7
1.7 Limitation of Study	8
1.8 Definition of Terms	9
1.8.1 Employees	
1.8.2 Absenteeism	
1.8.3 Individual Difference	
1.7.4 Health and Habits	
1.7.5 Organization factors	