

FACTOR INFLUENCING PERFORMANCE OF POSTMAN IN POS MALAYSIA MELAKA

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Management

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BANDARAYA MELAKA

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DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”

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Signature: _____

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LETTER OF SUBMISSION

7th May 2010

The Head of Business Administration
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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title **“FACTOR INFLUENCING PERFORMANCE OF POSTMAN IN POS MALAYSIA MELAKA”** to fulfill requirement as needed by Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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ABSTRACT

The purpose of this study is to identify factors influencing performance of postman in Pos Malaysia Melaka. Specific objectives were to estimate self-reported performance, and determine whether differences in employee demographics, job satisfaction, and organizational commitment, influenced performance.

All postmen at Melaka General Pos Office were randomly selected. The questionnaire was sent to 50 respondent. Statistical analysis included reliability test, descriptive statistic and cross tabulation analysis. .

The study finds that job performance is positively correlated with organizational commitment, job satisfaction and personal variables. Both job satisfaction and organizational commitment are strong predictors of postman' performance. Job performance is positively related to some personal factors, including years of experience, income level, number of children and marital status. Level of education is negatively related to performance.

The organization should be placed on effective supervision, empowerment, and a better reward system for postman, therefore, they need to adopt effective human resources strategies that aim to improve commitment and retention of qualified workers

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