



**IMPACT OF INTERNAL COMMUNICATION ON EMPLOYEE
COMMITMENT IN PETRONAS PENAPISAN MELAKA SDN BHD**

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DECLARATION OF ORIGINAL WORK



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I, MUHAMMAD SYUKREE BIN AFANDI, 930831-01-6689

Hereby, declare that,

- This work has not previously been accepted in substance 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 extract have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date:

LETTER OF SUBMISSION

12 July 2016

Madam Nani Shuhada Sehat

Lecture

Faculty of Business Management

Universiti Teknologi MARA

Campus Alor Gajah, Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "Impact of Internal Communication on Employee Commitment In Petronas Penapisan Melaka Sdn Bhd" to fulfill the requirements as needed by the Faculty of the Business Management, Universiti Teknologi MARA.

Thank You,

Yours sincerely

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Bachelor of Business Administration (Hons.) Human Resource Management

TABLE OF CONTENT

LIST OF CONTENT	PAGES
Title Page	i
Declaration of original work	ii
Letter of submission	iv
Acknowledgement	v
Table of Content	vi
List of Table	x
List of Figure	xi
Abstract	xii
 CHAPTER ONE : INTRODUCTION	
1.1 Background Of Company	1
1.2 Problem Statement	3
1.3 Research Objective	4
1.4 Research Question	5
1.5 Hypothesis	5
1.6 Theoretical Framework	6
1.7 Significant Of Study	7
1.7.1 The Organization	7

ABSTRACT

Employee commitment is and attitude that makes the employee become motivate and increase their passionate in their work involvement. when they are passionate, they will have more energy on performing their work. Based on the observation, there are some internal factor that driver for getting the best result in term of employee commitment. The research entitle "Impact of internal communication on employee commitment in PETRONAS PENAPISAN MELAKA SDN BHD (PP (M) SB)" was conducted to evaluate the factors that affect the employee commitment among employees in PP(M)SB. Three factors have been chosen to determine the level of employee commitment which are superior-subordinate communication, superior openness and opportunity for upward communication. The research was conducted within four months time starting from February 2016 until July 2016. Two hundred (200) respondents have been given the questionnaires in order to obtain the relevant information. based on the result, it is found that only two out of three factors that have a relationship with the employee commitment. That are superior-subordinate communication and superior openness. The finding of the study could be useful for the company to realize what are factors that they need to focus in order to get more commitment from their employee.