



**FACTORS INFLUENCING EMPLOYEE ENGAGEMENT AT PETRONAS TWIN
TOWERS KUALA LUMPUR**

**MUSTAFFA MUNAWWAR BIN MUSTAFFA MAAROF
2013193921**

**YASIRAH BINTI JAMAILUDIN
2013904113**

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA, BANDARAYA MELAKA**

JUNE 2016

DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”

We, **Mustaffa Munawwar bin Mustaffa Maarof,** (I/C Number: **930520126055**) and **Yasirah binti Jamailudin,** (I/C Number: **930503055646**)

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 extracts have been distinguished by quotation marks and sources of my information have been specifically knowledge.

Signature: MUSTAFFA
(Mustaffa Munawwar bin Mustaffa Maarof)

Date: 25 JUNE 2016

YASIRAH
(Yasirah binti Jamailudin)

LETTER OF SUBMISSION

The Head of Program
Faculty of Business Administration
University Technology of Mara
110 Off Jalan Hang Tuah
75300 Melaka
June, 2016

Dear Dr Hj Ahmad Azman bin Mohd Anuar

RE: SUBMISSION OF THE FINAL THESIS REPORT

With reference to the above matter, enclosed here is our research paper entitled **“FACTORS INFLUENCING EMPLOYEE ENGAGEMENT AT PETRONAS TWIN TOWERS KUALA LUMPUR”**.

This research paper is a partial requirement for the fulfilment of Bachelor of Business Administration with Honours (Human Resource Management). The objective of the study being conducted is to determine the factors influencing employee engagement at PETRONAS Twin Towers Kuala Lumpur. Hopefully, this report meets your requirement and expectation. Thank you.

Yours Sincerely,

MUSTAFFA
MUSTAFFA MUNAWWAR BIN MUSTAFFA MAAROF

YASIRAH
YASIRAH BINTI JAMAILUDIN

Bachelor of Business Administration (Hons) Human Resource Management

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ABSTRACT

The purpose of this study is to determine the factors that influencing employee engagement at the PETRONAS. It is also to investigate the relationship between the factors like work environment, rewards and career development can influence the employee engagement at PETRONAS Twin Towers Kuala Lumpur. PETRONAS is a leading company in oil and gas industry in Malaysia, therefore it is well known that they have the human capital that contribute to their successfulness. But what matter is whether their employees are engaged towards the job and organization, and what might be the factors to their engagement. This study was using the descriptive study to describe the employees at the PETRONAS Twin Towers Kuala Lumpur. The target population for this study is approximately 20,000 employees who worked at PETRONAS Twin Towers, and the sample size based on the number of population is 377 employees. Survey questionnaires as a method to collect the data are developed through the adaptation and will be distributed to the sample of the population of the employees at the PETRONAS Twin Towers Kuala Lumpur. SPSS is used to analyze the data in order to get the final result of this research study.