



**“ THE IMPACTS OF WORKFORCE DIVERSITY ON  
EMPLOYEE PERFORMANCE ”**

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**BACHELOR OF BUSINESS ADMINISTRATION WITH  
HONORS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MELAKA CITY CAMPUS**

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**“DECLARATION OF ORIGINAL WORK”**

I, Najwa Asilah Binti Md Hamsani, (I/C NUMBER: 900121-01-5350)

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 results of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotations marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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**LETTER OF TRANSMITTAL**

January , 2014

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Administration

Universiti Teknologi Mara City Campus

110 Off Jalan Hang Tuah, Melaka

Dear Sir,

**SUBMISSION OF PROJECT PAPER**

Attached is the project title **“THE IMPACTS OF WORKFORCE DIVERSITY ON EMPLOYEE PERFORMANCE”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you,

Yours sincerely,

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**NAJWA ASILAH BINTI MD HAMSANI**

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**Bachelor of Business Administration (hons) Human Resource Management**

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## ABSTRACT

In today's rapid changing business environment, countries like Malaysia have changed to accommodate the increasingly diverse work force. In general, the term "work force diversity" in the research can be defined as similarities and differences between employees in terms of gender, age, ethnicity and education background. Therefore, this may influence employee's work performance in an organization. Workplace diversity is a multi-faceted concept that will continue to evolve as more industries move toward a global marketplace which also led to a perception of being fundamental for employee performance.

The purpose of this research is to investigate the impact of workforce diversity on employee performance in an organization which focus into manufacturing industry. The research focuses on workforce diversity which includes the gender, age, ethnic and education background of the employees. The investigation was done by distributing 86 questionnaire to the employee of GG Circuits Industries Sdn. Bhd.