



FACTORS INFLUENCING NURSES PERFORMANCE AT KPJ BANDAR MAHARANI

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DECLARATION OF ORIGINAL WORK

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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 acknowledged.

Signature: *Syakila*

Date: 3rd January 2020

LETTER OF SUBMISSION

3RD JANUARY 2020

MADAM NOOR RAFHATI ROMAIHA
Faculty of Business Management Universiti Teknologi
MARA, Cawangan Melaka, Kampus Bandaraya
Melaka.

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**THE FACTOR THAT INFLUENCE NURSES PERFORMANCE AT KPJ BANDAR MAHARANI SPECIALIST HOSPITAL**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

Syakila

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TABLE OF CONTENT

TITLE PAGE		i-ii
DECLARATION OF ORIGINAL WORK		iii
LETTER OF TRANSMITTAL		iv
ACKNOWLEDGEMENT		v
TABLE OF CONTENT		vi-vii
LIST OF FIGURES		viii
LIST OF TABLES		ix
LIST OF ABBREVIATIONS		x
ABSTRACT		xi
CHAPTER 1	INTRODUCTION	
	1.0 Introduction	1
	1.1. Background Of Study	1
	1.2. Problem Statement	2-3
	1.3. Research Questions	3
	1.4. Research Objectives	3-4
	1.5. Scope Of Research	4
	1.7. Definition Of Term	4-5
	1.8. Summary	5
CHAPTER 2	LITERATURE REVIEW	
	2.1. Introduction	6
	2.2. Employee Performance	6-7
	2.3. Competencies	7
	2.4. Mental Health	7-8
	2.5. High Performance Work System	8-9
	2.6. Hypotheses Development	9-10
	2.7. Theoretical Framework	10
	2.8. Summary	11
CHAPTER 3	RESEARCH METHODOLOGY	
	3.1. Introduction	12
	3.2. Research Design	12
	3.3. Population And Sample	
	3.3.1 Population	13
	3.3.2 Sampling	13
	3.4. Measurement Of Variables	
	3.5. Data Collection Method	14-15
	3.5.1 Primary Data	16
	3.5.2 Secondary Data	16-17
	3.6. Data Analysis Method3.	
	6.1 Frequency Distribution	17
	3.6.2 Descriptive Analysis	17
	3.6.3 Reliability Analysis	18
	3.6.4 Pearson Correlation Coefficient	18-19
	3.6.5 Multiple Regression Analysis	19

ABSTRACT

In our current business world is where everything is all about high speed technology, tight competition, and gaining profit, one of the most significant contributor for the success of an organization is the level of the employee performance. Employee performance are one of the most important element to ensure the company able to achieve its business goal. This purpose of this research is to explores few factors (competencies, mental health and high performance work system) that will actually influence the employee performance. We want to understand these independent variables relationship strength with the derived variable. All the facts, data and figures in this research would definitely be important to be used by the organisation's management to enhance the employee performance at KPJ Bandar Maharani Specialist Hospital. The respondent in this study are 103 from 140 staff that are currently working at the KPJ Bandar Maharani Specialist Hospital and they are consists of nursing staff. We collecting data from them by doing the survey using questionnaire that we distribute to them. This study took 4 months to finish. For the finding, the results indicates that competencies has the strongest impact towards employee performance at KPJ Bandar Maharani Specialist Hospital. This result is followed by high performance work system. Unlike competencies and high performance work system, mental health have negative relationship with the employee performance and not significant towards employee performance at KPJ Bandar Maharani Specialist Hospital