



**FACTORS THAT AFFECT EMPLOYEES'
PERFORMANCE IN MAJLIS DAERAH KOTA TINGGI**

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NOVEMBER 2010



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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: _____

Date: 4th November 2010

LETTER OF SUBMISSION

4th November 2010

The Head of Program,
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Dear Sir,

SUBMISSION OF PROJECT PAPER (HRM 662)

Attached is the project paper titled **“FACTORS THAT AFFECT EMPLOYEES’ PERFORMANCE IN MAJLIS DAERAH KOTA TINGGI”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you

Yours sincerely

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Bachelor of Business Administration (Hons) Human Resource

TABLE OF CONTENT

	PAGE
ACKNOWLEDGEMENTS	i
TABLE OF CONTENT	ii
LIST OF TABLES	iv
LIST OF FIGURES	iv
ABSTRACT	v
CHAPTER 1: INTRODUCTION	
1.1. Introduction	1
1.2. Background of study	2
1.3. Problem statement	3
1.4. Research objective	4
1.5. Research questions	5
1.6. Significant of study	5
1.6.1 To the company	6
1.6.2 To the Human Resources Department	6
1.6.3 To the researcher	6
1.7. Scope of study	7
1.8. Limitation of study	8
1.9. Definition of terms	9
1.9.1 Statutory Bodies	9
1.9.2 Municipal Council	10
1.10 Organization of thesis	10
CHAPTER 2: LITERATURE REVIEW	12
2.0 Introduction	12
2.1 Employees' performance	13
2.2 Factors that effect employee's performance	15
2.2.1 Job satisfaction	15
2.2.2 Rewards	17
2.2.3 Communication	20
2.3.4 Training and development	22
2.4. Theoretical framework and hypohthesis	24
2.5. Conclusion	27
CHAPTER 3: RESEARCH METHODOLOGY	28
3.0 Introduction	28
3.1 Research design	28
3.2 Data collection	29
3.2.1 Primary data	29
3.2.2 Secondary data	30
3.3 Population	31
3.4 Sampling design	31

ABSTRACT

Low level of employees' performance constitute one of the problem that occur in organization which affect not only the individual employees, but also the performance of the organization itself in term of productivity, production as well as services. The main objective of this research is to determine the factors that affect performance of employees. Besides, researcher also identifies the main factors which affect employees' performance plus the relationship between the factors towards employees' performance. The factors are job satisfaction, rewards, communication, training and development. Researcher used questionnaire as a main instrumental in data collection method. Next, data that have been collected, will be analyzed through frequency, percentage, mean and Pearson Correlation. In general, the results of this research show that factor rewards have strong relationship with employees' performance. This followed by the factors of training and development, job satisfaction, and communication. From this research, researcher provides several recommendations in order to solve these problems. The recommendations are implement performance management, create good communication between co-workers, improve training and development session, improve rewards and benefit and also some recommendation for future research.