



STUDY ON METHODS USED BY SCOPE INTERNATIONAL (M) SDN. BHD.  
IN IMPROVING EMPLOYEE'S PERFORMANCE

SYED MUHAMMAD ATIK Wafa BIN SYED ABDUL HAMID  
2007129667

BACHELOR OF BUSINESS ADMINISTRATION (HONS) INTERNATIONAL  
BUSINESS UNIVERSITI TEKNOLOGY MARA MELAKA

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## **DECLARATION OF ORIGINAL WORK**



BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) INTERNATIONAL BUSINESS  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGY MARA

I, **SYED MUHAMMAD ATIK WAFA BIN SYED ABDUL HAMID**

**NRIC: 861218566483**

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and it is not being concurrently submitted for this degree or any other degrees.
- This project paper is 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: \_\_\_\_\_

## **LETTER OF SUBMISSION**

The Head of Program,  
BBA (Hons) International Business  
Faculty of Business Administration  
Universiti Teknologi MARA  
Kampus Bandaraya Melaka  
Melaka

Dear Mdm,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper title "STUDY ON METHODS USED BY SCOPE INTERNATIONAL (M) SDEN. BHD. IN IMPROVING EMPLOYEE'S PERFORMANCE". Besides that this project paper is fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Your Sincerely,

SYED MUHAMMAD ATIK WAFABIN SYED ABDUL HAMID

2007129667

BBA (HONS) INTERNATIONAL BUSINESS

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## **EXECUTIVE SUMMMARY**

This research was conducted to determine the factors that can contribute to the employee performance in their workplace. The main objective of this research is to study on the factors influencing employee performance in the organization. At the same time, the study was conducted to identify the methods used that contribute to the job performance in a high and deficient way.

The study was conducted at Trade Department Scope International (M) Sdn. Bhd. The research was a qualitative research and the data used for the study was collected using the communication approach through the Interview and journals.

With the data collected and commitment given by staff of this organization, the result from the study does support statement which stated that job performance has positive relation with methods used to improve it. But then, the major factor that contributes to the employee poor performance are workloads, long working hours and lack of formal training.

Therefore, from the finding we can say that employee job performance is not only influence by the employee based causes but also influence by the organization based causes. So both factors actually play a vital part in order to help management to expand the profitability of the company as well as employee to develop their skill knowledge and attitude.