INDUSTRIAL TRAINING REPORT

AT

MALAYSIA AIRLINES SYSTEM BERHAD (10601 – W)

BY

HEARFIZUL EQRAM BIN MAT NOH

(2011787659)

REPORT

SUBMITTED TO

FACULTY OF COMPUTER AND MATHEMATICAL SCIENCES

UNIVERSITI TEKNOLOGI MARA

AS PART OF REQUIREMENT

FOR

BACHELOR OF SCIENCE (HONS) (STATISTICS)

JANUARY 2015

ACKNOWLEDGEMENT

First and foremost, praises and thanks to Allah for blesses, power, courage, time and acknowledge in completing this study. All my efforts will end for nothing without willingness. I would like to take this opportunity to express my appreciation to all those who assisted in the completion of my report.

I would like to express my sincere gratitude and special thanks to my helpful advisor, Cik Idari Binti Ismail for their guidance and advice for preparation and undertaking of this study. I appreciate for her kindness, patience and idea in helping me. Not forget to my industrial training coordinator, Pn. Siti Nurhafizah Mohd Shafie for her support to complete this study.

I am greatly indebted to each and every employee who assists me in providing with valuable information and help me to complete this research during my practical training at Malaysian Airline System especially to my company supervisors Pn.Wan Sharul Azlini Bt Wan Rosli and also, to whom that has guidance me in every single day duty and provided outstanding support.

My appreciation also goes to my beloved family, especially to my parents. A special acknowledgement goes to UiTM, for giving the opportunity for me to pursue the study in Bachelor of Science (Hons) (Statistics).

Last but not least, best regards and thanks to everyone who participated directly or indirectly in completing this project paper. May Allah bless us.

ABSTRACT

The aim of this study is to identify the determinants for employees' performance at MAS. Based on the review from past studies, three factors were considered as the important elements that influence the employees' performance. This study was conducted involving 204 respondents who work at MAS. The respondents were selected from eight departments from Department of Finance. The primary data gathered in the form of survey where the questionnaires designed in Likert typed-scale. Multiple regression analysis was employed to find the significant factors that influence employees' performance. This study tested two hypotheses related to the factors of employees' performance and found that communication and morale motivation is significantly related meanwhile the factor stress is not significantly related to employees' performance.

Keywords: Employees Performance, Communication, Stress, Morale and Motivation

TABLE OF CONTENTS

CHAPTER 2: RESEARCH PROJECT

CHAPTER 3: LITERATURE REVIEW