



**A STUDY ON THE FACTORS CONTRIBUTING TO THE EMPLOYEE PERFORMANCE
AT PEJABAT TANAH DAN JAJAHAN TANAH MERAH**

**CHE REDHANA BT CHE FAUZI
2013497198**

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS
(HUMAN RESOURCES MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
PERLIS**

JUNE 2015



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS
(HUMAN RESOURCES MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
PERLIS**

DECLARATION OF ORIGINAL WORK

I, (CHE REDHANA BT CHE FAUZI),

Hereby declared that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for these 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: _____

TABLE OF CONTENTS

	PAGE
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
LIST OF TABLES	v
LIST OF FIGURES	vi
ABSTRACT	vii
CHAPTER 1: INTRODUCTION	
1.0 INTRODUCTION/ BACKGROUND OF THE STUDY	1
1.1 BACKGROUND OF THE COMPANY	3
1.2 PROBLEM STATEMENT	4
1.3 RESEARCH QUESTIONS	5
1.4 RESEARCH OBJECTIVES	6
1.5 SCOPE OF STUDY	6
1.6 SIGNIFICANCE OF THE STUDY	
1.6.1 Benefit to the Organizations	7
1.6.2 Benefit to the Employees	7
1.6.3 Benefit to the Researchers	7
1.7 DEFINITION OF KEY TERMS	
1.7.1 Training and Development	8
1.7.2 Physical Work Environment	8
1.7.3 Rewards and Recognition	8

1.7.4	Leadership Behavior	9
1.7.5	Employee Performance	9
1.8	ORGANISATIONAL OF CHAPTERS	10
CHAPTER 2: LITERATURE REVIEW		
2.0	INTRODUCTION	11
2.1	CONCEPTUAL DISCUSSIONS	
2.1.1	Employee Performance	11
2.1.2	Training and Development	12
2.1.3	Physical Work Environment	14
2.1.4	Reward and Recognition	15
2.1.5	Leadership Behaviour	16
2.2	PREVIOUS RESEARCH	
2.2.1	Relationship between Training and Development and Employee Performance	17
2.2.2	Relationship between Physical Work Environment and Employee Performance	19
2.2.3	Relationship between Reward and Recognition and Employee Performance	20
2.2.4	Relationship between Leadership Behaviour and Employee Performance	21
2.3	THEORETICAL FRAMEWORK	22
2.4	HYPOTHESES DEVELOPMENT	23

ABSTRACT

This study aims to investigate the factors that can contribute to the employee performance at Pejabat Tanah dan Jajahan Tanah Merah. Based on the literature review, there are four factors are identified (training and development, physical work environment, rewards and recognition and leadership behaviour) that can affect the employee performance within the organization. Moreover, a total of 160 questionnaires were distributed to the employees that working in Pejabat Tanah dan Jajahan Tanah Merah and Pejabat Tanah dan Jajahan Machang by using simple random technique as sampling technique. However, only 130 questionnaires were filled and returned back to the researcher and the remaining were unreturned. The data solicited have been analyzed by using Statistical Package for Social Sciences (SPSS) version 16.0 in order to find out the actual result for this study. Based on the result obtained, there is a positive relationship between leadership behavior and employee performance in the organization. The finding indicates that the leadership behavior is significantly and positively related with employee performance. The study also revealed that there is no positive relationship between training and development, physical work environment, reward and recognition and employee performance in the organization. It means that, training and development, physical work environment as well as reward and recognition were not significantly related with the employee performance in the organization. Finally, the researcher was discussed about the findings and provides several recommendations derived from the findings.