



A STUDY ON THE ATTITUDES OF WORKERS AFFECT  
THE COMPANY PERFORMANCE AT TENAGA  
NASIONAL BERHAD (TNB), KULAIJAYA AREA

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# DECLARATION OF ORIGINAL WORK



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- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledgement.

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## TABLE OF CONTENTS

DECLARATION OF ORIGINAL WORK.....	ii
LETTER OF SUBMISSION .....	i ii
ACKNOWLEDGEMENT .....	i v
TABLE OF CONTENTS.....	v
LIST OF TABLES .....	i x
LIST OF FIGURES .....	x
ABSTRACT.....	xi
1 INTRODUCTION.....	1
1.1 Research Background .....	1
1.2 Problem Statement.....	4
1.3 Research Objectives .....	6
1.4 Research Questions.....	6
1.5 Research Scope.....	7
1.6 Research Limitation.....	7
1.7 Research Significance.....	7
1.8 Terms of References.....	9
1.8.1 Attitude .....	9
1.8.2 Worker .....	9
1.8.3 Reliable and Responsible .....	10
1.8.4 Good Interpersonal Skills.....	10
1.8.5 Patience and Well-being.....	11
1.9 Summary .....	11
2 LITERATURE REVIEW.....	12
2.1 An attitudes of workers affect the company's performance.....	12
2.2 Reliable and Responsible .....	14

## **ABSTRACT**

Tenaga Nasional Berhad (TNB) is the largest electricity utility company in Malaysia includes Asia. Listed on Main Board of Bursa Saham Malaysia with assets of RM 87 billion, more than 33,500 employees serve an estimated almost 8.3 million customers in Peninsular Malaysia, Sabah and Labuan. TNB has been "Keeping the Lights On" in Malaysia since it was set up as Central Electricity Board in 1949. TNB apply four shared values among their employees such as integrity, customer focus, business excellence and caring. The problem the researcher will focus in this research is attitudes of workers at TNB Kulaijaya Area towards the organization performance. Therefore, the purpose of this study is to determine the relationship between characteristics of attitudes of individual workers towards organization performance at TNB Kulaijaya Area. The population size of this study consisted 80 respondents with using sampling method which is the total number of employees in TNB Kulaijaya Area is 157 of employees. This research results shows that there is a positive relationship between good interpersonal skills and attitudes of workers among employees in TNB Kulaijaya Area.