



THE RELATIONSHIP BETWEEN
TEAM COHESION AND JOB PERFORMANCE
AMONG ADMINISTRATIVE OFFICE SUPPORT
STAFF AT THE INLAND REVENUE BOARD
OF MALAYSIA, KUCHING

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- 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 degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

The aim of this study were to identify whether there is a relationship between team cohesion and job performance. This was a correlation study with a sample of 92 administrative support staff at the Inland Revenue Board of Malaysia, Kuching (IRBM). The self-administered questionnaire was used to collect the data and SPSS version 20 was used to analyzed the data. The finding shows that there is a positive relationship between task cohesion and job performance ($r=.809^{**}$, $p=.000$). There is also a positive relationship between social cohesion and job performance ($r=.868^{**}$, $p=.000$). Task cohesion is the most significant value compared to social cohesion with mean ($M=3.99$). This research generate new questions to future researcher such as to replicate this research in terms of different scope of study whereby it should be conducted at private sector. Besides that, future researcher also can conduct the similar study at different department or focusing on the top management. The method to be used by using other instrument such as interview.

Keyword: Team Cohesion, Task Cohesion, Social Cohesion and Job Performance

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CHAPTER 1

INTRODUCTION

This chapter will discuss about several subtopics which are related to the research such as the background of the study, statement of the problems, research objectives, research questions, significance and limitations of the study and the definition of terms.

Background of the study

Team cohesion is one of the most vital aspects in the organization in order to reach the highest job performance among their support staff. High job performance will lead employees to work with more effort and will contribute in teamwork activity or discussion. An organization will achieve its objectives when employees perform well. According to Harun and Chin (2015), a greater level of cohesion will influence the teams to perform well.

The Inland Revenue Board of Malaysia (IRBM), Kuching is the foremost revenue collecting agencies of the Ministry of Finance. IRBM was established to handle financial and personnel management. Besides that, IRBM also recognized to improve the quality and effectiveness of tax administration. This agency responsible as agent of the government to run services in managing, evaluating, collecting and implementing payment of income tax, estate duty, stamp duties and such other taxes. The vision of IRBM, Kuching is “A Leading Tax Administrator that Contributes to Nation Building” and mission is “To provide excellent tax services by: