



FACTORS AFFECTING EMPLOYEES' PERFORMANCE AMONG GRADUATE: A
CASE OF DERMAGA SARI SDN BHD

NORSHAFIHA AZWA BINTI GHAZALI

2015832528

BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS

JULY 2017

ACKNOWLEDGEMENT

I would like to sincerely appreciate to the individuals who give me guidance, advices, opinions and support throughout the entire research project. Thus, I only can complete my research efficiently and effectively.

First and foremost, I would like to much appreciate to thanks to my supervisor, madam Nani Shuhada who always gives me guidance and advices complete my research study. Madam Nani Shuhada was given me an overview of conducting a research and also provides some valuable ideas and suggestion to enhance me to accomplish the research smoothly and successfully.

Moreover, I would like to appreciate to University Teknologi Mara (UiTM) that giving me a valuable opportunity to carry out this project before I graduate from the university. I gained a lot of experience, knowledge and information which are related to carry out the research.

Lastly but not least, I would like to offer my sincere thanks to the respondents who are willing to spend their valuable time to complete the questionnaires that I designed for this research.

ABSTRACT

Recently, most of organizations are fully aware of importance of employee performance, increasing employee performance or to find out the ways through which high level of employee's performance can be achieve is becoming one of the decisive factors for any organization success.

The research aimed to determine the factors affecting the employee performance of employees working at Dermaga Sari Sdn Bhd, through identifying the variables include motivation, training, human capital. This study is quantitative in nature and aimed to find out the relationship between above mentioned variables and employees' performance in Dermaga Sari Sdn Bhd as a sample based on 200 employees.

The study will be analyzed by applying multiple regression analysis using SPSS software because there are four variables and their affects have to be seen on the performance of the employees. The results of the study revealed in a specific case and researcher concluded that among four above-mentioned independent variable, there are three factors including motivation, training, and human capital have direct effects toward employee performance.

TABLE OF CONTENTS

Title Page.....	I
Declaration Of Original Work.....	II
Letter Of Submission	III
Acknowledgement.....	IV
Table Of Contents	VI
List Of Figures	IX
List Of Tables.....	X
Abstract	XI
CHAPTER 1: INTRODUCTION	1
1.1 BACKGROUND OF STUDY	1
1.2 PROBLEM STATEMENT	3
1.3 RESEARCH QUESTIONS	5
1.4 OBJECTIVE OF THE STUDY	5
1.5 SCOPE OF STUDY	6
1.6 LIMITATION OF STUDY	6
1.7 SIGNIFICANT OF STUDY	6
1.8 DEFINITION OF TERMS	7
1.9 CONCLUSION	9
CHAPTER 2: LITERATURE REVIEW.....	10
2. INTRODUCTION.....	10

2.2	DEPENDENT VARIABLE	10
2.2.1	Employees Performance	10
2.3	INDEPENDENT VARIABLES	11
2.3.1	Motivation	11
2.3.2	Training	12
2.3.3	Human Capital	13
2.4	RELATIONSHIP BETWEEN INDEPENDENT AND DEPENDENT VARIABLE.....	14
2.4.1	Motivation and Employee Performance	14
2.4.2	Training and Employee Performance	15
2.4.3	Human Capital and Employee Performance	15
2.5	THEORETICAL FRAMEWORK	16
2.6	HYPOTHESIS	17
2.6.1	Hypothesis 1:	17
2.6.2	Hypothesis 2:	17
2.6.3	Hypothesis 3:	17
2.7	CONCLUSION	17
 CHAPTER 3: RESEARCH METHODOLOGY		18
3.	INTRODUCTION	18
3.2	RESEARCH DESIGN	18
3.3	DATA COLLECTION METHOD	19
3.3.1	Primary Data.....	19
3.3.2	Secondary	20
3.3.2.1	Journal Articles	20
3.3.2.2	Internet or websites	21
3.4	TARGET POPULATION	21
3.5	SAMPLING	21
3.5.1	Sampling Technique	21
3.5.2	Sampling size.....	22