



UNIVERSITI TEKNOLOGI MARA

Faculty of Administrative Science & Policy Studies

Bachelor of Administrative Science (AM228)

ADS 555

APPLIED RESEARCH PROJECT

FACTORS INFLUENCING JOB PERFORMANCE AMONG
ADMINISTRATIVE STAFF AT SYARIKAT AIR MELAKA BERHAD
(SAMB)

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THE DECLARATION

We hereby declare that the work contained in this research proposal is originally and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,

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CLEARANCE FOR SUBMISSION OF THE RESEARCH REPORT BY THE SUPERVISOR

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I have reviewed the final and complete research proposal and approve the submission of this report for evaluation.

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Date :

ABSTRACT

The purpose of this study is to identify the factors influencing the job performance among the administrative staff. The study has been carried out at Syarikat Air Melaka Berhad (SAMB). It involved eight departments in SAMB which are department of information technology, department of audit, department of customer center and department of business development. The objectives of this research is to identify the relationship between motivation and job performance, the relationship between working experience and job performance and the relationship between knowlegde and skill towards the job performance among the administrative staff at Syarikat Air Melaka Berhad (SAMB). The convenient sampling technique has been used to select the respondent from the sampling frame of these eight departments in SAMB. The overall results of the data analysis suggest that knowledge and skills have high significant relationship towards the job performance among the administrative staff.