



**A STUDY ON DETERMINANTS OF EMPLOYEE ENGAGEMENT  
AT JABATAN KERJA RAYA NEGERI KELANTAN**

**NUR DAMIA BINTI MOHAMAD**

**2014935053**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS)**

**(HUMAN RESOURCE MANAGEMENT)**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA**

**KAMPUS BANDARAYA MELAKA**

**JANUARY 2018**

**A STUDY ON DETERMINANTS OF EMPLOYEE ENGAGEMENT  
AT JABATAN KERJA RAYA NEGERI KELANTAN**

**NUR DAMIA BINTI MOHAMAD**

**2014935053**

**Submitted in Partial Fulfillment of the  
Requirement for the  
Bachelor of Business Administration with Honours  
(Human Resource Management)**

**FACULTY OF BUSINESS MANAGEMENT UNIVERSITI  
TEKNOLOGI MARA BANDARAYA MELAKA**

**JANUARY 2018**

**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”**

I, Nur Damia Binti Mohamad, (I/C Number: 950420-03-5146)

Hereby, declare that:

- 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 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: \_\_\_\_\_

## LETTER OF TRANSMITTAL

JANUARY 2018

The Head of Program

Bachelor of Business Administration (Hons.) Human Resource

Faculty of Business Management

Universiti Teknologi Mara

Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah 75300 Melaka.

Dear Madam,

### **SUBMISSION OF FINAL REPORT**

Attached is the project paper titled “**A STUDY ON DETERMINANTS OF EMPLOYEE ENGAGEMENT AT JABATAN KERJA RAYA NEGERI KELANTAN**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

.....

(NUR DAMIA BINTI MOHAMAD)

2014935053

## **ABSTRACT**

The purpose of this study is to determine the factors that influencing employee engagement. A sample of 155 respondents was selected through convenience sampling. Questionnaire was used as the instrument to collect response. Data has been collected at Jabatan Kerja Raya Negeri Kelantan. SPSS was used to analyse the data in order to get the final result of this research study. From the analysis conducted, result has proven that the dependent variable which is employee engagement had a significant correlation with independent variable which are working environment, leadership, and team & co-worker relationship. Working environment was identified as the most significance variables influencing employee engagement through the multiple regression analysis conducted.