



**THE INFLUENCE OF EMPLOYEE EMPOWERMENT ON
EMPLOYEE PERFORMANCE IN PUBLIC HIGHER
EDUCATION INSTITUTION**

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2015283732

**BACHELOR OF BUSINESS ADMINISTRATION WITH
HONOURS (HUMAN RESOURCE MANAGEMENT)**

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

BANDARAYA MELAKA

JULY 2018

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PERFORMANCE IN PUBLIC HIGHER EDUCATION INSTITUTION**

**NUR SYUHADA BINTI ANUAR
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**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**

July 2018

DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”

I, NUR SYUHADA BINTI ANUAR, (I/C Number : 960929-11-5228)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not 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: Syuhada Date: 9/7/2018

LETTER OF TRANSMITTAL

10th July 2018,
The Head of Program,
Bachelor of Business Administration (Hons) in Human Resource,
Faculty of Business Management,
Universiti Teknologi MARA Cawangan Melaka Kampus Bandaraya,
75300 Melaka.

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title “The Influence of Employee Empowerment on Employee Performance in Public Higher Education Institution ” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

Syuhada

NUR SYUHADA BINTI ANUAR

(2015283732)

Bachelor of Business Administration (Hons) in Human Resource

Abstract

Employee performance is an indicator of organization's performance which means that if employee performance is poor, it also leads to decrease in the performance of the organization, and otherwise. Based on study on employee performance in administrative and support services by Department of Statistics Malaysia in 2017, it shows that an increment of 13.8 per cent per annum with a value of RM 10.5 billion of value added in a row with the value of gross output. It connotes that an improvement in employee performance from period of 2010 to 2015. In contrast, Nicholas Cheng (2013) said expert reported that Malaysian workers short of performance culture that caused low productivity as compared to other countries in the world. Therefore, the aim of this study is to foresee the influence of employee empowerment on employee performance. The objectives of the study are to determine whether employee participation influence employee performance, to investigate the impacts of training and development toward employee performance, to examine the influence of reward system on employee performance and to identify the effects of communication system toward employee performance. A descriptive study was adopted with a focus on qualitative characteristics of employee empowerment includes employee participation, training and development, reward system and communication system on employee performance. The population of interest is 160 employees in a public higher education institution. A sample size of 113 employees was sampled based on Krejcie and Morgan (1970). For the analysis, primary data collected using questionnaire. The result revealed that there is no significant relationship between all dimension of employee empowerment with employee performance.