



THE IMPACT OF ORGANIZATIONAL CHANGES TOWARDS EMPLOYEES'  
PERFORMANCE AT NORTHPORT (MALAYSIA) BHD

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BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS  
(INTERNATIONAL BUSINESS)  
FACULTY OF BUSINESS MANAGEMENT  
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Submitted in Partial Fulfilment of the  
Requirement for the  
Bachelor of Business Administration with Honours (International Business)

FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA

JULY 2018

DECLARATION OF ORIGINAL WORK



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

I, Nuzul Najwa binti Nazree , (I/C Number: 960207-06-5644)

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: 5<sup>th</sup> July 2018

## LETTER OF TRANSMITTAL

5<sup>th</sup> July 2018

The Head of Program  
Bachelor of Business Administrations (Hons) International Business  
Faculty of Business Management  
Universiti Teknologi MARA (UiTM)  
Cawangan Melaka Kampus Bandaraya Melaka  
Off Jalan Hang Tuah  
75300 Melaka.

Dear Sir/Madam

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titles 'The Impact of Organizational Changes towards Employees' Performance at Northport (Malaysia) Bhd' to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Sincerely,

.....

(Nuzul Najwa binti Nazree)

2015663728

## **ABSTRACT**

The purpose of the study was to investigate the impact of organizational changes towards employees' performance at Northport (Malaysia) Bhd (NMB). Organizational changes which consist of communication, leadership, employee development and tolerance to change become the independent variables meanwhile employees' performance becomes the dependent variable in this study. The research will be carried out with a sample size minimum of 335 employees from the total population of 2528 employees of NMB. In addition, the data that will be collected is by using a detailed structured questionnaire that must be answered by the respondents. Moreover, the researcher will use Proportionate Stratified Random (PSR) sampling method in order to gather the data from respondents. The data collected has been evaluated by using the Statistical Package for the Social Science (SPSS) version 21.0. Hence, Multiple Regression analysis indicated that there is a significant relationship between communication, leadership and tolerance to change with employees' performance. However, no significant relationship between employee development with employees' performance. Regression analysis also reveals that tolerance to change is the most influential factor towards employees' performance at NMB.

**Keywords:** Organizational Changes, Employees' Performance