

**UNIVERSITI TEKNOLOGI MARA**

**FACTORS AFFECTING EMPLOYEE'S  
PERFORMANCE AMONG PRIVATE SECTOR  
WORKERS: A CASE STUDY IN SELANGOR**

**TENGGU NURUL BAITI NAJWA BT TENGGU ROSLI  
2015854088**

Thesis submitted in fulfillment  
Of the requirement for the degree of  
**Bachelor of Business Administration**  
**(Hons) (Islamic Banking)**

**Faculty of Business and Management**

**December 2017**

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## LETTER OF SUBMISSION

21 December 2017

Puan Zuraidah Binti Sipon  
Faculty of Business Management  
Universiti Teknologi MARA  
85009 Segamat  
Johor Darul Takzim


Dear Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “**FACTORS AFFECTING EMPLOYEE’S PERFORMANCE AMONG PRIVATE SECTOR WORKERS**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA for the subject of ISB672.

Thank you.

Yours Sincerely,

  
.....

TENGGU NURUL BAITI NAJWA BT TENGKU ROSLI

2015854088

Bachelor of Business Administration (Hons.) Islamic Banking

## **AUTHOR'S DECLARATION**

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA Johor. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA Johor, regulating the conduct of my study and research.


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Student I.D. No. : 2015854088

Programme : Bachelor of Business Administration (Hons) Islamic  
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Faculty : Business and Administration

Thesis : Factors Affecting Employee's Performance among  
Private Sector Worker

Signature of Student :  .....

Date : December 2017

## ABSTRACT

With the emerging new market, competitive among firms especially big firm seem to be increased from time to time. To retain competitive advantage, many firm willing to pay higher payment to the good employees who able to help them achieve their company goals. In a recent survey conducted by Job Street stated that Malaysia and Singapore fall in second and last ranking of country having higher job dissatisfaction due to poor leadership or management, poor training, and lack career development (W, 2016). Thus, money not everything in creates job satisfaction among employees. Through the survey also, the respondent from Singapore have expressed that job satisfaction can enhance job performance by getting a new job with 30% respondents who support it, having higher payment (19%) and having reward and recognition (9%). However, all of this factors cannot be said the only factors that contribute towards employee's performance. There are many factors that affect employee's performance at workplace. The factors include empowerment, transformational leadership, work environment and teamwork. Thus, this study was conducted to study the relationship between empowerment, transformational leadership, work environment, teamwork and employee's performance. The population in this study is the employees who work in area Selangor whereas the sample for the population that wants to be investigated are private sector employees only. 150 sets of questionnaires were prepared and distributed to the targeted respondents in a few area in Selangor. Then, SPSS software was used to generate the data to get the final result using multiple regression analysis to test the effect of independent variables (empowerment, transformational leadership, work environment and teamwork) towards employee's performance. Finding indicates that variables empowerment and teamwork having significant relationship towards employee's performance whereas transformational leadership and work environment having no significant relationship towards employee's performance.