



**“FACTORS THAT ARE AFFECTING INDIVIDUAL JOB PERFORMANCE”**

**CASE STUDY IN SAJ HOLDINGS SDN BHD, MUAR**

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**BACHELOR OF BUSINESS ADMINISTRATION (HONS)**

**HUMAN RESOURCE MANAGEMENT**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA**

**BANDARAYA MELAKA**

**APRIL 2010**

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**SUBMITTED IN PARTIAL FULFILLMENT OF THE  
REQUIREMENT FOR THE BACHELOR OF BUSINESS  
ADMINISTRATION (HONS)  
HUMAN RESOURCE MANAGEMENT**

**FACULTY OF BUSINESS MANAGEMENT  
UITM, BANDARAYA MELAKA**



**BACHELOR OF BUSINESS ADMINISTRATION (HONS)**  
**HUMAN RESOURCE MANAGEMENT**  
**FACULTY OF BUSINESS MANAGEMENT**  
**UNIVERSITI TEKNOLOGI MARA**  
**BANDARAYA MELAKA**

**“DECLARATION OF ORIGINAL WORK”**

I, Fairuz binti Abu Bakar, (I/C Number: 860709-23-5430)

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 SUBMISSION

April 2010

Puan Siti Normah binti Awang Tuah  
Bachelor of Business Administration (Hons) International Business  
Faculty of Business Management  
Universiti Teknologi MARA  
Bandaraya Melaka  
Melaka

Dear Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled "Factors that are affecting individual job performance", case study in SAJ Holdings Sdn Bhd, Muar to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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FAIRUZ BINTI ABU BAKAR

2007281848

Bachelor of Business Administration (Hons) Human Resource Management

## **ABSTRACT**

Job performance is the important thing that each organization should take consideration seriously. This is because performance will give much impact to the outcome and directly toward the organization performances. Thus, this study aims to see the individual's job performance among non-executive employees in SAJ Holdings Sdn Bhd, Muar because most of these groups always contact directly to their customers. So, good performance of employees will satisfy the customer and also giving a good image or the organization to the public.

This study consists of the analysis on the potential factors that can affect individual job performance. Pearson correlation coefficient is used to determine the strength of relationship between dependent variable and independent variables in chapter four. This researcher getting data for this research paper through questionnaires that are distributed to the non-executive staff's of SAJ Holdings Sdn Bhd, Muar.