



**A STUDY OF FACTORS EFFECTING EMPLOYEE PERFORMANCE  
MANAGEMENT AT HOTEL EQUATORIAL MELAKA, BANDAR HILIR  
MELAKA**

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## DECLARATION OF ORIGINAL WORK

I declared that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. 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 Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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## LETTER OF SUBMISSION

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Dear Sir,

### SUBMISSION OF PROJECT PAPER

Attached is the project paper titled **“A STUDY OF FACTORS EFFECTING EMPLOYEE PERFORMANCE MANAGEMENT AT HOTEL EQUATORIAL MELAKA, BANDAR HILIR MELAKA”** to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours Sincerely,

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## **ABSTRACT**

This study aims to identify the factors effecting employee. The study was conducted in Hotel Equatorial Melaka in Bandar Hilir Melaka Bandaraya Bersejarah. Quantitative method was used and five types of Likert-Scale questionnaire was distribute to respondent. There are 200 sets of questionnaires were prepared and distributed to the targeted respondents who are working in the hotel industry of Hotel Equatorial Melaka. It is to clarify each of elements in the questionnaire to gain the most efficient result on this research. Performance management is an asset of each organization in this world. It is a value of human capital in which to determine whether it is an effective way to increase mobility of the employee itself in achieving organization objectives. Somehow, some organization is not able to practice effective employee performance management method. As we all know, the communication basic components starts from sender, channel, message, receiver, and noise. It could be related to how it is affecting an employee from being unsupervised. As it happen in many company, the main issue of effective performance management were caused from miss-communication. When both side, which is employer and employee cannot have clear statement of information that could verify from what they heard from other people about something much important and it could affect their understanding and that is why either employer or employee should practice face to face communication to avoid employer under-value their employees performance in anything that lead supervisor to underestimate the employee. Performance management is the process where a business uses to assess its employees plus to determine the efficiency of its activity in achieving organization objectives. It includes completing a task of planning new business actions, and monitors the progress of actions and examines and brings the business closer to its goals. This research is to identify the effect when communication breakdown occur in organization that affect employee performance management. The major findings, limitations for the study, implications of the study and recommendations of this study will be discussed.

## **CHAPTER ONE**

## INTRODUCTION

### 1.1 Introduction of Study

In this section, this research describes the notion of how the hospitality sector can handle its staff performance management from the context of this research. The next chapter is a problem declaration to identify the problem of employee effectiveness in the hospitality sector.

### 1.2 Background of the Study

Munisamy, S. (2013) the succession of an organisation always relies on the involvement and performance of the employee. It's because, they're the only ones accountable for attaining the vision and mission of the organization. In addition, the majority attitude of individuals with their employment is a job performance, while work variables such as pay, the task to be performed and opportunities to be promoted, need supervisors support. Most employees who unsatisfied with their job would show poor performance in workplace in which indirectly affects the organizations credibility. Performance management also improve organization productivity and profits (Pekuri A., Haapasalo H., Herrala M., 2011). But, unfortunately some organization do not understand the process and they often assume that people in organization will be much contended to fulfil organization objectives, without proper alternative or some sort efforts to make it happen. Actually there are previous study (Cooren, F, 2016) found that this communication things is complicated to define because we are human, comes from many division of structure, religion, races, gender and many other thing that could differentiate each one of us has the different type of understanding and the way they accepting information. That's how this communication issue can be related to the performance management.

How employee understand something could lead misunderstanding between both party of employee and employer in the organization. Solomon, L. (2016). A new Interact Survey conducted online by Harris Poll with 2,058 U.S adults and after divide into a division, it stands with 1,120 (employed), 616 (employed managers) shows that The majority (69%) of executives said that communication with staff is often awkward.