



**TITLE: POS MALAYSIA BERHAD**  
**A CASE STUDY: MISCONDUCT PROBLEM IN A POS MALAYSIA BERHAD**

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**BACHELOR OF BUSINESS ADMINISTRATION**  
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**MELAKA**

**NOVEMBER 2010**

**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
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MELAKA**

**“DECLARATION OF ORIGINAL WORK”**

I, NUR SALAFINA BINTI RABU SALIM (I/C Number: 870321-49-5390)

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**

04 November 2010

The Head of Program

Bachelor of Business Administration (HONS) Human Resources

Faculty of Business Management

Universiti Teknologi MARA

Kampus Bandaraya Melaka,

110 Off Jalan Hang Tuah,

73500, Melaka.

Dear Madam,

### **SUBMISSION OF PROJECT PAPER HRM662**

Attached is the project paper titled “**A MISCONDUCT PROBLEM OCCUR IN A POS MALAYSIA BERHAD**” to fulfil the requirement as needed by the Faculty of Business Management, University Technology MARA.

Thank you.

Yours sincerely,

**NUR SALAFINA BINTI RABU SALIM**

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## **ABSTRACT**

The purpose of this study is about how to find a ways to avoid the employee to commit misconduct while serving in the Pos Malaysia Berhad. The employee that commits misconduct will create some losses and problem to the company. The main objective of this study is to know what the causes for the employee to commit misconduct that can give impact to the company performance and the corporate image of the company.

The finding shows the cases of misconduct commit by the employee arise while they served for the Pos Malaysia Berhad and there are ways to maximize the problem or cases in order avoiding the misconduct from happen.

The conclusion of this study was the outcome from the findings and recommendations for the alternative solution in order to avoid misconduct from happen.

