



**A STUDY OF CAUSES THAT AFFECTS THE EMPLOYEE RELATION IN
CYBERVIEW RESORT & SPA**

NUR SHAFFILA BINTI MUHAMAD ASRI

2009656886

BACHELOR OF BUSINESS ADMINISTRATION (HONS)

HUMAN RESOURCE MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA BANDARAYA MELAKA

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BANDARAYA MELAKA

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I, NUR SHAFFILA BINTI MUHAMAD ASRI, (I/C Number: 880314-23-5573)

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 results 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

13TH JANUARY 2012

Encik Helmy Fadlisham Bin Abu Hassan
Bachelor of Business Administration (Hons) Human Resource Management
Faculty of Business Management
Universiti Teknologi Mara
Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka.

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "A STUDY OF CAUSES THAT AFFECTS THE EMPLOYEE
RELATION IN CYBERVIEW RESORT & SPA" to fulfill the requirement as needed by the
Faculty of Business Management, Universiti Teknologi MARA.

Thank you

Yours sincerely

NUR SHAFFILA BINTI MUHAMAD ASRI
2009656886
Bachelor of Business Administration (Hons) Human Resource Management

ABSTRACT

Nur Shaffila Binti Muhamad Asri

2009656886

Encik Mohd Harun Bin Shahudin

The impact of employee relation has received considerable attention by senior management, human resources professionals, and industrial psychologists. It has been proven to be one of the most essential element intractable human resource challenges confronting organizations. The purpose of this study is to examine the factor that influencing effectiveness of employee relation in Cyberview Resort & Spa. The main aim of this study is to identify and determine the relationship between communication, management role, associate role and employee recognition program with employee relation. This study was focused on to all staff at all departments their total staffs are 120. This study was using questionnaire as data collection method which is the respondent has been chosen through simple random sampling.

As the results, all objectives were achieved and have significant relationships with employee relation. The manager needs to focus on the most influential factor which is communication, it can be done by organize monthly meeting which attend by all department representative and monthly gathering emphasize on casual tea time due to encourage informal conversation among top and lower management. By doing this event it will encourage the employee to participate in resolving the matter. In addition, provide a proper communication medium such as notice board each department in the resort also important due to make sure the flow of information run smoothly. Lastly, voting system should be implementing in recognition program to avoid bias and negative situation occurs. So both sides should give full cooperation in order to improve employee relation in the organization due to employee relation is a reciprocal behavior between employer and employee.

Keyword: Employee relation

Paper type: Research

TABLE OF CONTENTS

	Page
ACKNOWLEDGEMENT	i
TABLE OF CONTENTS	ii
LIST OF TABLES	ix
LIST OF FIGURES	v
LIST OF ABBREVIATION	vi
ABSTRACT	vii
CHAPTER 1: INTRODUCTION	
1.1 Background of study	1
1.1.1 Background of Company	2
1.2 Problem Statement	3
1.3 Research Question	4
1.4 Research Objectives	4
1.5 Theoretical Framework	5
1.5.1 Hypothesis	6
1.6 Significant of study	6-7
1.7 Scope of Study	7
1.8 Definition of term	8-9
1.9 Assumption and Limitation	10
CHAPTER 2: LITERATURE REVIEW	
2.1 Introduction	11
2.2 Employee loyalty	11
2.3 Jon security	12
2.4 Managerial effectiveness	12
2.5 Compensation and Benefits	13
CHAPTER 3: RESEARCH METHODOLOGY	
3.1 Introduction	14
3.2 Research Design	14
3.3 Units of analysis	14
3.3 Population	32