



TITLE: POS MALAYSIA BERHAD

**A CASE STUDY: ABSENTEEISM AMONG POSTMAN IN
NEGERI SEMBILAN**

NUR SYAHIRAH BT MANSOR
2008394961

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

04 NOVEMBER 2010

DECLARATION OF ORIGINAL WORK



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

“Declaration of original work”

I, Nur Syahirah bt Mansor, (I/C Number: 871106-05-5354)

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 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 Resource
Faculty of Business Management
Universiti Teknologi MARA
Kampus Bandaraya Melaka,
110 Off Jalan Hang Tuah,
73500, Melaka

Dear Madam,
Submission of project paper HRM 662

Attached is the project paper title **“A STUDY ON ABSENTEEISM AMONG POSTMAN IN NEGERI SEMBILAN”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

NUR SYAHIRAH BT MANSOR

2008394961

Bachelor of Business Administration (Hons) Human Resource

ABSTRACT

This purpose of this study is to investigate the effect of absenteeism among the postman at Pos Malaysia Berhad in Negeri Sembilan. Researcher was interviewed four respondent who are directly involved in resolving the problem of absenteeism in Pos Malaysia Berhad especially in Negeri Sembilan. From the study, researcher found that absenteeism may lead to a few problems such as carryover of mails and dissatisfaction of customers. After some discussion and meeting with the interviewee, researcher may conclude that factor that persuade to absenteeism is personal factor by the postman himself. There are various solution might be used by Pos Malaysia Berhad to solve the problem of absenteeism like improve the environment of workplace and effective communication between top management and postman.

1. INTRODUCTION

1.1. BACKGROUND OF THE COMPANY

Pos Malaysia Berhad (PMB) is Malaysia premier physical communications provider. With its vision to be Your Trusted Partner, PMBs vast experience as well as its vast network spanning across the country forms a solid backbone to support PMBs expansion and development strategy.

PMB has a widespread network of 686 pos offices all over the country in addition to our network of mini post offices, mobile pos offices, postal agents and stamp agents, making it one of the most extensive retail networks in Malaysia.

PMB Strategic Business Units, aimed to provide quality, reliable, timely and innovative solutions to our customers, encompasses the following:

- **PosMail : Mail and postal services**
- **PosLaju : Courier and express mail services**
- **PosNiaga : Retail business services**
- **PosLogistik : Logistics services**

Throughout the years, PMB has grown from strength to strength and is progressing from being a mail and postal services provider towards becoming a dynamic physical communications provider. Moving forward, PMB will continue to transform and innovate itself in order to maintain its relevance and competitive edge as well as continue to connect Malaysians with the rest of the world.