



**THE EFFECT OF ORGANIZATIONAL SUPPORT AND PERSONALITY TRAITS
TOWARD EMPLOYEES' PERFORMANCE IN FRONTLINE SERVICES IN
STATE GOVERNMENT AT TANGKAK, JOHOR**

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(HUMAN RESOURCE MANAGEMENT)

FACULTY OF BUSINESS MANAGEMENT

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JUNE 2016

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

We, ***SITI AISYAH BINTI MOHD SHUHAIMI***, (I/C Number :930724-01-6106) and
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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:

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LETTER OF SUBMISSION

11 JULY 2016

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

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Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "***THE EFFECT OF ORGANIZATIONAL SUPPORT AND PERSONALITY TRAITS TOWARD EMPLOYEES' PERFORMANCE IN FRONTLINE SERVICES IN STATE GOVERNMENT AT TANGKAK, JOHOR***" to fulfill the requirement needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you

Your sincerely,

.....

SITI AISYAH BINTI MOHD SHUHAIMI

2014649206

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SITI NURNAZIRAH BINTI AHMAD

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ABSTRACT

The purpose of this study is to investigate the effect of organizational support and personality traits towards employees' performance in frontline services. This study was conducted in government state in Tangkak District, Johor. The empirical part of this study was conducted in June 2016. Data for this study were obtained from questionnaire that distributed among employees in frontline service of government sector in Tangkak District. Ten government state company were selected for this investigation at Tangkak District. The questionnaire investigated how organizational support and personality traits of the employee can improve employees' performance and respondents filled in a form by rated each item. Responses were made on a 5-point Likert scale ranging from one to five. The data obtained is be analyzed by Statistical Package from Social Science Version 23 (SPSSv23). Based on reliability test, respondent demographic, frequency, Pearson Correlation and Multiple Regressions, a clear findings and result is observed. The results showed that personality traits have a positive relationship with employee performance and the most dominant factor is intrinsic motivations that have the highest correlation with employee performance which means it contra from previous study. The researchers recommends to the organization to focus on personality traits of the employees to select a right person for a right job.