



اَللّٰهُمَّ صَلِّ وَسَلِّمْ عَلٰى اَبْنائِنَا  
UNIVERSITI  
TEKNOLOGI  
MARA

**A STUDY ON FACTORS THAT INFLUENCES EMPLOYEES  
PERFORMANCE OF JABATAN PENDIDIKAN NEGERI (JPN)  
KELANTAN**

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**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS  
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**JANUARY 2014**

DECLARATION OF ORIGINAL WORK



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

I, NOOR FARAH ADILA BINTI ISMAIL , (I/C Number: 901031-03-5336 )

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

9<sup>st</sup> JANUARY 2014

The Head of Program  
Bachelor of Business Administration (Hons) Human Resource Management  
Faculty of Business Management  
Universiti Teknologi MARA Melaka City Campus,  
110 Off Jalan Hang Tuah,  
75300 Melaka

Dear Sir,

SUBMISSION OF INDUSTRIAL TRAINING REPORT (BM223)

Attached is the project paper titled "A Study on Factors that influences employees performance of Jabatan Pendidikan Negeri (JPN) Kelantan "to fulfil the requirements as needed by the faculty of Business Management, Universiti Teknologi MARA.

Thank you,

Yours sincerely,

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NOOR FARAH ADILA BINTI ISMAIL

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Bachelor of Business Management with Honours (Human Resource Management

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## ABSTRACT

The purpose of this paper is to study on factors that influence employee performance of Jabatan Pendidikan Negeri (JPN) Kelantan. This research paper covers the determinant of employee performance of Jabatan Pendidikan Negeri (JPN) Kelantan as dependent variables whether it influencing the rewards and recognition, work-life balance and working condition as independent variables. 2013. Some of techniques used to analysis these variables are Descriptive analysis, Correlation of Determination and Regression analysis.

Then, based on correlation coefficient result, the strong relationship between employee performance are rewards and recognition and work-life balance. The value for both variables are within 0.61 until 0.8 and according to rule of thumb it consider has strong relationship. Furthermore, the relationship for working condition with employee performance is moderate. This is because the value for the variable is 0.59.

More than that, according to regression analysis results, it shows that rewards and recognition is the most factors that influence employee performance at Jabatan Pendidikan Negeri (JPN) Kelantan where got the highest beta value is .372 compared to the other variables. However, the result showed that both of the variable which are rewards and recognition and work-life balance are significant and influence while for working condition is not significant and not influence. But overall, it can be consider still significant.

This information is also helpful to determine whether the variables influence supporting staffs towards employee performance. The results showed that independent variables namely rewards and recognition and work-life balance had significant influence with employee performance while working condition had no significant influence with employee performance.