



**THE RELATIONSHIP BETWEEN PERFORMANCE APPRAISAL
AND DEMOGRAPHIC TOWARDS JOB SATISFACTION AMONG
EMPLOYEES IN JOHOR CORPORATION**

NORAZILAH BINTI AB. JABAR

2008280162

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) IN HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS
2010**

NOVEMBER 2010

DECLARATION OF ORIGINAL WORK



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

“DECLARATION OF ORIGINAL WORK”

I, Norazilah Binti Ab. Jabar

(I/C Number: 870117-01-5572)

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: 19 November 2010

LETTER OF SUBMISSION

19th of November 2010

The Project Advisor
Encik Helmy Fadlisham Bin Abu Hasan
Universiti Teknologi MARA
Malacca City Campus
110 Off Jalan Hang Tuah,
Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attachment is the project paper entitled “**RELATIONSHIP BETWEEN PERFORMANCE APPRAISAL AND DEMOGRAPHIC TOWARDS JOB SATISFACTION AMONG EMPLOYEES IN JOHOR CORPORATION**” in order to fulfill the requirement by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Yours sincerely,

NORAZILAH BINTI AB. JABAR
2008280162
BBA (Hons) Human Resource Management

	<u>PAGE</u>
Declaration of Original Work	
Letter of Submission	
Acknowledgement	ii
Table of Contents	iii - iv
List of Tables	v
List of Figures	v
Abstract	vi
CHAPTER 1 INTRODUCTION	
1.1 Background of study	1 - 3
1.2 Background of company	3 - 5
1.3 Problem statement	6
1.4 Research questions	7
1.5 Research objectives	7
1.6 Theoretical framework	8
1.7 Hypothesis	9
1.8 Significance of study	10
1.9 Scope of study	11
1.10 Definition of terms	12 - 13
CHAPTER 2 LITERATURE REVIEW	
2.1 Introduction	14
2.2 Scope of Job Satisfaction	14
2.3 Scope of Performance Appraisal	15 - 19
2.4 Control Variables	20
2.5 Conclusion	20
CHAPTER 3 RESEARCH METHODOLOGY	
3.1 Introduction	21
3.2 Research Design	21 - 22

Norazilah Binti Ab. Jabar

Encik Helmy Fadlisham Bin Abu Hasan

Relationship between Performance Appraisal and Demographic Towards Job
Satisfaction among Employees in Johor Corporation

The purpose of this paper is to examine the role of performance appraisals on human resource management outcome, which is job satisfaction. PA process is a complex and sophisticated subjects. Organizations around the world are facing similar challenges which are the difficulty to conduct this process. It is not easy to evaluate employees' performance.

This research has tended to focus on the relationship between features of a PA process and HR outcome (job satisfaction). Organizations need to acknowledge the importance of the overall PA experience when evaluating its consequences for HRM outcome. This study has been conducted within JCorp and it involved 97 respondents in different department. Results of this study showed that all PA features have significant relationship with employees' job satisfaction in JCorp. Recommendations for future research are also have been discussed.

Keywords Performance Appraisal, Clarity, Communication, Trust, Fairness, Job Satisfaction, Age, and Position Background.

Paper type Research Paper

Company Johor Corporation