



**FACTORS THAT INFLUENCE EMPLOYEE'S JOB PERFORMANCE IN MAJLIS  
BANDARAYA PETALING JAYA (MBPJ)**

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**JANUARY 2020**

**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF HUMAN RESOURCE MANAGEMENT WITH HONOURS**

**(HUMAN RESOURCE)**

**FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TEKNOLOGI**

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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: \_\_\_\_\_

**LETTER OF SUBMISSION**

**Dr. Zuhairah binti Hasan**

Faculty of Business Management

Universiti Teknologi MARA (UiTM)

Kampus Bandaraya Melaka

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Dear Dr,

**SUBMISSION OF PROJECT PAPER (HRM 672)**

Attached is the project paper titled “**FACTORS THAT INFLUENCE EMPLOYEE’S JOB PERFORMANCE IN MAJLIS BANDARAYA PETALING JAYA (MBPJ)**” to fulfil the requirement as needed by the Faculty of Business Management, University Teknologi MARA.

Thank you.

Yours Sincerely,

JAMI JAHIRAH JAMILUDDIN

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Bachelor of Human Resource Management (Hons)

Human Resource

# TABLE OF CONTENTS

## CONTENTS

<b>Page</b>		
	<b>TITLE PAGE</b>	<b>i</b>
	<b>DECLARATION OF ORIGINAL WORK</b>	<b>ii</b>
	<b>LETTER OF SUBMISSION</b>	<b>iii</b>
	<b>ACKNOWLEDGEMENT</b>	<b>iv</b>
	<b>TABLE OF CONTENTS</b>	<b>v</b>
	<b>LIST OF TABLES</b>	<b>x-xi</b>
	<b>LIST OF FIGURES</b>	<b>xii</b>
	<b>ABSTRACT</b>	<b>xiii</b>
	 <b>CHAPTER 1 INTRODUCTION</b>	
	1.0 Introduction	1
	1.1 Background of study	1-2
	1.2 Background of company	3
	1.3 Problem Statement	4
	1.4 Research Questions	5
	1.5 Research Objectives	5

## **ABSTRACT**

This research is conducted to determine the factors that influence employee's job performance in Majlis Bandaraya Petaling Jaya. The study was conducted by distributing 120 sets of questionnaires, which all of it were being distributed conveniently for the employee in Majlis Bandaraya Petaling Jaya (MBPJ) tower. All the questionnaires were answered by respondent using a printed questionnaire. The distribution of questionnaire by hand were done from 4<sup>th</sup> until 8<sup>th</sup> November 2019 and the time of distribution are starting from 9 am until 4.30 pm. The information gathered were assessed using the Social Science Statistical Package (SPSS) version 22. Based on the data finding, it shows that three out of four independent variable which is leadership, training and development, benefits and rewards have significant relationship towards job performance. However, there is no significant relationship between work environment and employee's job performance in Majlis Bandaraya Petaling Jaya.

**Keywords:** Leadership, training and development, benefits and rewards, and work environment