WORKFORCE DIVERSITY AND WORKING ENVIRONMENT INFLUENCES ON EMPLOYEE'S MORALE IN PERKESO

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JULY 2015

DECLARATION OF ORIGINAL WORK

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I, **NOR DIYANA BINTI MEOR HEDZIR** AND I, **NORASIKIN BINTI MOKHTAR**, (I/C Number: **910423-08-6794**, **920723-08-5418**)

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.

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LETTER OF SUBMISSION

Date of Submission: JULY 2015

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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "Workforce Diversity and Working Environment Influences on Employee's Morale at PERKESO" to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You.

Yours Sincerely,

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ABSTRACT

Employee's morale is very important in an operation of the organization. The morale of an individual employee can affects how well their performing in their work. Employees that are happy and positive at work are said to have positive or high employee morale. Meanwhile, employees who are dissatisfied and negative about their work environment are said to have negative or low employee morale. The purpose of this study is to determine either workforce diversity or working environment influences employee's morale in PERKESO. Study shows that from both workforce diversity and working environment, the most influencing toward employee's morale was workforce diversity which 65% was explain the variance of the employee's morale.