



**“A STUDY ON FACTORS INFLUENCING  
EMPLOYEE PERFORMANCE IN HUMAN  
RESOURCE AND ADMINISTRATION  
DEPARTMENT AT BERNAMA”**

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

**NOVEMBER 2010**

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RESOURCE AND ADMINISTRATION  
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**SITI AISYAH BINTI NORAZIMAN  
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Submitted In Partial Fulfillment of the Requirement  
Of the Requirement for the  
Bachelor of Business Administration  
(Hons) Human Resource Management

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA**

**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, Siti Aisyah Binti Noraziman, (I/C Number: 871018-14-5114)

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: 8<sup>th</sup> November 2010

## **LETTER OF SUBMISSION**

8<sup>th</sup> November 2010

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

Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled "A Study on Factors Influencing Employee Performance in Human Resource and Administration Department at BERNAMA" to fulfill the requirement as needed by the Faculty of Business Management, University Teknologi MARA.

Thank You.

Yours sincerely,

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SITI AISYAH BINTI NORAZIMAN  
2008280228  
Bachelor of Business Administration (Hons) Human Resource Management

## **ABSTRACT**

This study is design to study the factors influencing employee performance in Human Resource and Administration Department at BERNAMA. The problems that arise in whether employee satisfied with the appraisals conducted in the organization and also either if they are committed in the organization. The researcher used employee performance as the dependent variable while job satisfaction and organizational commitment as the independent variable. Moreover, the methods that been used are questionnaire among the employee in Human Resource and Administration Department at BERNAMA in order to identify the relevant information regarding to the research. The research also used the secondary data such as journals articles, previous thesis and also internal data. Furthermore, researcher used stratified sampling technique which is the simple random sampling to gain information regarding this research. Hence that, the findings from the study found that, there is no significant relationship between job satisfaction on employee performance in Human Resource and Administration Department at BERNAMA while there is a significant relationship between organizational commitment on employee performance in Human Resource and Administration Department at BERNAMA. Thus, there are several recommendation should be taken by BERNAMA. Firstly, BERNAMA should enhance the training program more dynamically and innovative in the organization so that employees can increase their knowledge and competencies. Secondly, top level management of BERNAMA should enhance employability in the organization. This can increase the employee motivation to work more efficiently and effectively.