



**STUDY OF EFFECTIVENESS OF  
MANAGEMENT BY OBJECTIVES AMONG  
SERVICE UNITS AT MISC BHD**

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## **LETTER OF SUBMISSION**

APRIL 2011

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Dear Sir,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “STUDY OF THE EFFECTIVENESS OF MANAGEMENT BY OBJECTIVES AMONG SERVICE UNITS AT MISC BHD” to fulfill the requirement as needed by the Faculty of Business Management, University of Technology MARA

Thank you

Yours sincerely

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## LETTER OF DECLARATION



**BACHELOR OF BUSINESS ADMINISTRATION (HONS)  
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**“DECLARATION OF ORIGINAL WORK”**

I, **SITI NOR HAJAR BINTI RUSMI**, (I/C Number: **870614-03-5048**)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and it 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: \_\_\_\_\_

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## **ABSTRACT**

### **STUDY ON THE EFFECTIVENESS OF MANAGEMENT BY OBJECTIVES AT MISC BHD**

The effectiveness means to which degrees that we can achieve on objectives set. In order to achieve this highest and the best degrees, a good leadership and management should be emphasis also the comprehensive criteria. Without having this, the whole process of performance management may be collapse or disorganize and leaders should play an important roles in order to control the process.

This research is to investigate what are the most factors that may contribute towards the effectiveness. At the end of this research it will determine whether Management by Objectives factors such as leadership, criteria and job satisfaction will affect the effectiveness at MISC or not. By using the entire 60 questionnaires, the finding highlighted on the three of the effectiveness as mentioned. Therefore, in order to determine the relationship between Management by Objectives Factors and The Effectiveness, a Likert-type scale has been develop and tested.

Therefore in this research, the researcher tries to identify the most influential factor and the relationship between dependant and independent variables .Based on the result it shows that the selected factors are agreeing by respondent and it has good relationship.

**Keyword** – Effectiveness of Management by Objectives

**Research type** – Mode B