



FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
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BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

A STUDY ON ORGANIZATIONAL FACTORS THAT AFFECT
EMPLOYEES' PERFORMANCE AT PRIVATE CLINICS IN SUNGAI
PETANI

NUR DAIEYAN BINTI ABD KHALID 2015140897

NUR HIDAYAH BT MOHAMAD JAMIL 2015140063

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Declaration

We/I hereby declare that the work contained in this research project is original and our own except those duly identified and recognised. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed.

A handwritten signature in black ink, appearing to read 'Nur Daieyan', written over a horizontal line.

Nur Daieyan binti Abd Khalid

A handwritten signature in black ink, appearing to read 'Nur Hidayah', written over a horizontal line.

Nur Hidayah bt Mohamad Jamil

CONTENTS

| | Page |
|---|------|
| Clearance for Submission of the Research Proposal by the Supervisor | i |
| Declaration | ii |
| Acknowledgement | iii |
| | |
| 1.0 CHAPTER 1: INTRODUCTION | |
| 1.1 Introduction | 1 |
| 1.2 Background of the Study | 1 |
| 1.3 Problem Statement | 2 |
| 1.4 Research Question | 3 |
| 1.5 Research Objectives | 4 |
| 1.6 Scope of the Research | 4 |
| 1.7 Significant of the Study | 5 |
| 1.8 Definition of Key Terms | 6 |
| 1.9 Conclusion | 8 |
| | |
| 2.0 CHAPTER 2:LITERATURE REVIEW | |
| 2.1 Introduction | 9 |
| 2.2 Employees' Performance | 9 |
| 2.3 Communication Network Theory | 10 |
| 2.4 Factors that lead to Employees' Performance | 12 |
| 2.5 Variables Related To This Study | 14 |
| 2.6 Conceptual Framework | 17 |
| 2.7 Hypothesis | 18 |
| 2.8 Conclusion | 21 |

| | | |
|------------|---|----|
| 3.0 | CHAPTER 3: RESEARCH METHODOLOGY | |
| 3.1 | Introduction | 22 |
| 3.2 | Research Design | 22 |
| 3.3 | Unit of Analysis | 23 |
| 3.4 | Sample size | 23 |
| 3.5 | Sampling Technique | 23 |
| 3.6 | Measurement/Instrument | 24 |
| 3.7 | Data Collection | 32 |
| 3.8 | Data Analysis | 32 |
| 3.9 | Conclusion | 36 |
| | | |
| 4.0 | CHAPTER 4: RESEARCH FINDINGS | |
| 4.1 | Introduction | 37 |
| 4.2 | Demographic Profile | 37 |
| 4.3 | Category of Mean For Descriptive Analysis in this Study | 39 |
| 4.4 | Findings | 39 |
| 4.5 | Regression Analysis | 44 |
| 4.6 | Conclusion | 45 |
| | | |
| 5.0 | CHAPTER 5: DISCUSSION AND CONCLUSION | |
| 5.1 | Introduction | 46 |
| 5.2 | Discussion and Findings | 46 |
| 5.3 | Research Implication | 53 |
| 5.4 | Research Limitation | 54 |
| 5.5 | Recommendation | 55 |
| 5.6 | Conclusion | 56 |
| | | |
| | References | 59 |
| | Appendix | |

CHAPTER ONE

INTRODUCTION

1.1 Introduction

This chapter focuses on the background of the study which is the organizational factors that affect employees' performance at private clinics in Sungai Petani. The presentation of this chapter begins with the background of the research, statement of problem, research questions, research objectives, scope of the study, significance of the study and the definitions of terms and concepts used in this study.

1.2 Research background

Nowadays, most organizations are fully aware with the performance of its employee or find out a way in increasing its employees' performance to ensure that the organization survive. This is because organizational survival can be determined through their employees as the employees is the one who deliver the product or service of the organization towards the customers (Alo, 1999) as cited by Mekonnen and Ababa (2014).

In health services, human resources which is the employees are important for the delivery of services towards the customers. Furthermore, the success of the organization or healthcare system is really depended on the performance of health workers. This is because it has a direct impact on the patient's safety and also organizational goals (Katrina, Cassim, Mahomed and Academic, 2014).