

**INDUSTRIAL TRAINING REPORT**

**AT**

**MALAYSIA AIRLINES SYSTEM BERHAD (10601 – W)**

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**REPORT**

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## **ABSTRACT**

The aim of this study is to identify the determinants for employees' performance at MAS. Based on the review from past studies, three factors were considered as the important elements that influence the employees' performance. This study was conducted involving 204 respondents who work at MAS. The respondents were selected from eight departments from Department of Finance. The primary data gathered in the form of survey where the questionnaires designed in Likert typed-scale. Multiple regression analysis was employed to find the significant factors that influence employees' performance. This study tested two hypotheses related to the factors of employees' performance and found that communication and morale motivation is significantly related meanwhile the factor stress is not significantly related to employees' performance.

**Keywords:** Employees Performance, Communication, Stress, Morale and Motivation

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