



**Faculty of Administrative Science  
& Policy Studies  
Universiti Teknologi MARA**

**Bachelor of Administrative Science**

**Title of Proposal**

**A Study on The Factors Affecting Employees' Performance in  
Northern Malaysia Commercial Bank**

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## Declaration

I hereby declare that the work contained in this research proposal is my own except those which have been duly identified and acknowledged. If I am later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

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## **Abstract**

Employees' performance is the root of organization's success. Poor performance will cause failure in achieving organizational goal while good performance will make an organization success in every industry. However, there are many barriers to the performance. This chapter focuses on the factors affecting employees' performance in Northern Malaysia Commercial Bank. Therefore, this study represents the factors affecting employees' performance where the highlight is on four factors which are working environment, motivation, empowerment, and teamwork. Based on the finding in this study, the results revealed that these four factors are accepted as the contributing factors of employees' performance. Hence, motivation is seen of the main factor of employees' performance in northern Malaysia commercial bank.

*Keywords - employees' performance, working environment, motivation, empowerment, teamwork*