FACTORS THAT INFLUENCE EMPLOYEES PRODUCTIVITY IN KUMPULAN WANG SIMPANAN PEKERJA (KWSP) KANGAR, PERLIS

NURLIANA FAHANIS BINTI ISMAIL
2013102759

Submitted in Partial Fulfilment of the Requirement for the Bachelor of Business Administration with Honours (Human Resource Management)

FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
PERLIS

JULY 2016

DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
"DECLARATION OF ORIGINAL WORK"

I, NURLIANA FAHANIS BINTI ISMAIL ,

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: 30/6/2016

TABLE OF CONTENTS

TITLE PAGE i

DECLARATION OF ORIGINAL WORK ii

LETTER OF SUBMISSION iii

ACKNOWLEDGEMENT iv

TABLE OF CONTENTS ..... v-vi

LIST OF FIGURES vii

LIST OF TABLES viii

LIST OF TABLES ix

CHAPTER 1: INTRODUCTION 1-6

1.0 Introduction 1-2

1.1 Problem Statement 3

1.2 Research Questions 3

1.3 Research Objective 3

1.4 Scope of the Study 4

1.5 Significance of Study 4

1.6 Definitions of Key Terms 5-6

CHAPTER 2: LITERATURE REVIEW 7-11

2.0 Introduction 7

2.1 Relationship between Media Usage and the Factors of Social Media on Employee Productivity 7

2.2 Relationship between Trust and the Factors of Social Media on Employee Productivity 8

2.3 Relationship between Relationships and the Factors of Social Media on Employee Productivity 9

2.4 Theoretical Framework 10

2.5 Hypotheses Development 11

CHAPTER 3: METHODOLOGY 12-15

3.0 Introduction 12

3.1 Basic Elements of Research Design 12

3.2 Study Variables 12

3.3 Population/Samples 13

3.4 Plan Data Collection 13
3.5 Plan Data Analysis 14
3.6 Time Frame 14
3.7 Questionnaire Design 15
CHAPTER 4: DATA ANALYSIS AND INTERPRETATION 16-23
4.0 Introduction 16
4.1 Response Rate 16
4.2 Sample Characteristics 17-26
4.3 Reliability Analysis 22
4.4 Analysis of Mean, Minimum, Maximum and Standard Deviation 23
4.5 Correlational Analysis 24
4.6 Multiple Regressions 26
4.7 Items Analysis 23
CHAPTER 5: DISCUSSION, RECOMMENDATIONS AND CONCLUSIONS 27-32
5.1 Discussions 27-29
5.2 Recommendations 29-30
5.3 Conclusions 31-32
APPENDICES
REFERENCES

ABSTRACT

This study aims to analyse the factors that influence employees 'productivity in Kumpulan Wang Simpanan Pekerja (KWSP) Kangar, Perlis. Based on the literature discussed, the three factors considered as the important elements influence the employees' productivity that need to be investigated. The independent variables are media usage, trust and interpersonal relationships, while the dependent variable is employees' productivity. The research question lies in whether each of those factors has a simultaneous and partial effect on the employees' productivity or otherwise. Using the quantitative method, the population of this study was 100 respondents with N=70. The primary data gathered in the form of questionnaires with a Likert typed-scale were then analysed using the multiple regression method. According to the findings, only variable interpersonal relationship is significant with the employees' productivity and the other two variables which are media usage and trust are not significant with the employees' productivity.