



**FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
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**A STUDY ON ORGANIZATIONAL FACTORS THAT AFFECT
EMPLOYEES' PERFORMANCE AT PRIVATE CLINICS IN SUNGAI
PETANI**

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CLEARANCE FOR SUBMISSION OF THE RESEARCH PROJECT BY THE
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Title of Research Report : A Study on Organizational Factors That
Affect Employees' Performance at Private
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I have reviewed the final and complete research project and approve the submission of this report for evaluation.



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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).