TITLE

Managing employees disciplinary at petronas dagangan berhad "a question on the compliance towards the malaysian employment laws"

Aina Nadia Ghazali

2012966045

Submitted In Partial Fulfillment of the Requirement for the

Bachelor of Business Administration with Honours in

Human Resource Management

Faculty of Business Management

Universiti Teknologi Mara Pulau Pinang Bertam Campus

January 2016

BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCES MANAGEMENT FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA PULAU PINANG BERT AM CAMPUS

DECLARATION OF ORIGINAL WORK

I, AINA NADIA BINTI GHAZALI, (IC/ Number: 911028-##-###)

Hereby, declare that:

- This work has not previously has 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 specially acknowledged.

C:t	ASIMATE	Date:	1*/
Signature: _	11)11111111111		

TABLE OF CONTENT

TITLE		i
DECLAR	ATION OF ORIGINAL WORK	ii
LETTER (OF SUBMISSION	iii
ACKNOV	VLEDGEMENT	iv
TABLE O	F CONTENT	v
LIST OF I	FIGURE	vii
LIST OF	TABLE	viii
LIST OF	ABBREVIATIONS	ix
ABSTRAG	СТ	x
CHAPTE	R ONE	2
1.1	Introduction	2
1.2	Background of Research	3
1.3	Problem Statement	6
1.4	Research Objective	8
1.5	Research Question	8
1.6	Scope of Research	9
1.7	Definition of Key Term	9
1.8	Significance of Research	13
1.9	Summary	14
2.1	Introduction	16
2.2	The Introduction of Employment ACT 1955 (EA 1955)	16
2.3	The Introductive of Industrial Relations Act 1967 (IRA 1967)	18
2.4	The Introduction of PETRONAS Code of Conduct and Business Ethics Gui	de
(COBE)		19
2.5	Discipline at Work	24
2.6	The Introduction of Misconduct	25
2.7	The Introduction of Domestic Inquiry	27
2.8	Summary	30

3.1	Introduction	32
3.3	Data Collection Method	34
3.4	An Analysis of Secondary Data	35
3.5	Interview Design	36
3.6	Data Analysis	37
3.7	Summary	38
CHAPTER FOUR		40
4.1	Introduction	40
4.2	The Qualitative Data Analysis	40
4.3	Findings	42
4.4	Analysis of Interview Statements	67
4.4	Summary	74
CHAPTER FIVE		78
5.1	Introduction	78
5.2	Conclusion	78
5.3	Recommendation	80
5.4	Improvement for Future Research	83
5.5	Limitation of Study	84
REFERRENCE		
APPENDICES80		

ABSTRACT

The purpose of this research is to examine the compliance level on managing employees disciplinary at the Petronas Dagangan Berhad towards the Malaysian Employment Laws. This research is to analyze misconduct cases that are reported at Petronas Dagangan Berhad from 2013 to 2015; examine the compliance level of procedures in managing the employees disciplinary at the workplace towards Malaysian Employment Law which are Employment Act 1955 and Industrial Relation Act 1967; examine the Petronas Dagangan Berhad policies and procedure in managing misconduct at workplace which is PETRONAS Code of Conduct and Business Ethics Guide and study the roles of Employee Relation Department in managing disciplinary matters. The data gathered for this research comes from the respondents who are involving in managing misconduct cases at Petronas Dagangan Berhad and an analysis of company's data based on the misconduct cases that have been reported.

The results of this research indicate that Petronas Dagangan Berhad has a high level of compliance towards the Malaysian Employment Laws in the scope of policies and procedures as well as practices in managing employees disciplinary at the workplace. Besides, all the recommendations that have been made to the organization hopefully will lead to the decreasing number of employees committed the misconduct.