



**DISCIPLINARY ACTIONS AND PROCEDURES AT KL AIRPORT  
SERVICES SDN BHD**

**NURUL ZULAIKHA BINTI ZAKARIA**

**2011666938**

**BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) HUMAN RESOURCES MANAGEMENT  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TECHNOLOGY MARA PULAU PINANG**

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**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCES**

**MANAGEMENT FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITY TECHNOLOGY MARA PULAU PINANG**

**“DECLARATION OF ORIGINAL WORK”**

**I, NURUL ZULAIKHA BT ZAKARIA, (I/C Number: 920229-XX-XXXX)**

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- *All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.*

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Date: 8 JULY 2014

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## **ABSTRACT**

The study would attempt to analyze the disciplinary actions and procedures at KL Airport Services (KLAS). The study focuses on the employees to examine the misconduct cases in KLAS, to evaluate employee perceptions about the disciplinary procedures at the case organization and to analyze the effectiveness of disciplinary action in the company. In addition to examine the misconduct cases in KLAS, to evaluate employee perceptions about the disciplinary procedures at the case organization and to analyze the effectiveness of disciplinary action in the business.