



UNIVERSITI TEKNOLOGI MARA

**THE INTERNAL FACTORS THAT AFFECTS LOW
PRODUCTIVITY AMONG EMPLOYEES IN MIYOSHI
PRECISION (MALAYSIA) SDN. BHD.**

NAZHATUL SYAKILA BINTI MD YUSMAN

2011870522

BACHELOR OF BUSINESS ADMINISTRATION

(HONS) OPERATION MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

PULAU PINANG

JULY 2014

DECLARATION OF ORIGINAL WORK



UNIVERSITI TEKNOLOGI MARA

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) OPERATION MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
PULAU PINANG**

“DECLARATION OF ORIGINAL WORK”

I, NAZIHATUL SYAKILA BINTI MD YUSMAN, (I/C NUMBER: 910329XXXXX)

Hereby, declare that,

- This work has not previously been accepted in substance for my 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: 2- _____ /Ojil).

Table of Contents

CHAPTER 1	1
1.0 INTRODUCTION	1
1.1 BACKGROUND OF STUDY	1
1.2 BACKGROUND OF COMPANY	3
1.3 PROBLEM STATEMENT	4
1.4 RESEARCH QUESTIONS	5
1.5 RESEARCH OBJECTIVE	5
1.6 SIGNIFICANE OF STUDY	6
1.7 DEFINITION of TERM	7
1.7.1 Productivity	7
1.7.2 Training	7
1.7.3 Communication	8
1.7.4 Workplace	8
2.0 INTRODUCTION	9
2.1 PRODUCTIVITY	9
2.2 TRAINING	12
2.3 COMMUNICATION	15
2.4 WORKPLACE	18
2.5 THEORETICAL FRAMEWORK	20
2.6 HYPOTHESIS	20
CHAPTER 3	23
METHODOLOGY	23
3.0 INTRODUCTION	23
3.1 RESEARCH DESIGN	23
3.1.1 Purpose of Study	24
3.2 TYPES OF INVESTIGATION	24
3.3 DATA COLLECTION	24
3.3.1 Primary Data	25
3.3.2 Secondary Data	25
3.4 SAMPLING DESIGN	27

ABSTRACT

The main purpose of this study is to examine the internal factors that affect low productivity among employees in Miyoshi Precision (Malaysia) Sdn. Bhd. The methods used for data collection are through questionnaires and interviews. The sampling is based on convenience sample techniques. The targeted respondent are consist of 100 respondents among employees at Miyoshi. The questionnaires were distributed to manager, plant manager, Marketing Department, Purchasing Department, Planning Department, Shipping Department, Store Department, Maintenance Department, Wire Cut Department, Tool Room Department, Engineering Department, Assembly Department, Stamping Department and QA Department as well as the people that involve in productivity process in Miyoshi Precision (Malaysia) Sdn.Bhd. The contents of the questionnaire are divided into three sections, section A which is demographic, section B about independent variable which is training, communication, workplace section and section C is dependent variable is productivity.

The finding in this research is to organization can makes improvement their productivity by develop the other factor such as training, communication and workplace. Based on develop these factor will reduce the problem that are company facing daily life work. Moreover, based on this factor will makes the organization and employees define their weakness and can work together for achieving their target on productivity.

ACKNOWLEDGEMENT

First of all, thank God that infinitely grateful to be able to complete this research paper. I would like to thank my supervisor and also as my adviser, Tuan Haji Mohd Sukor Bin Mohd Yusoff for his support and willingness to provide a guideline, encouragement and also as my adviser to me for complete this research project.

A million thanks to my practical training supervisor, Mr. Khoo Boo Hock, general manager in Miyoshi Precision Sdn. Bhd, for his guidance and encouragement during fulfil my industrial training at Miyoshi. Not forgetting to thank the all staff and employees for their tutoring, monitoring sharing information and their experience and also become my respondent in my research.

Special thanks to my parents for their support in term of time, ideas and contribution of money for me complete this research. Moreover, my parents also always believing in me even I doubted myself.

Last but not least, thanks to my friends and for those were helped me directly or indirectly and was giving their support for complete my research.