

THE DETERMINANTS OF EMPLOYEE'S JOB
PERFORMANCE AT POLITEKNIK UNGKU OMAR, IPOH.

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ABSTRACT

Recently, researchers have come to accept that performance is best defined as being a function of employees' workplace behaviors in the challenges world (Dunlop & Lee, 2004). This study is to identify the determinants of employee's job performance in Politeknik Ungku Omar, Ipoh (PUO). Throughout the study, it involves with three factors namely selection, training and compensation and benefits. The data are gained through survey which conducted about two months with targeted of 100 samples. All of the factors have a significant relationship towards employee's job performance. One of the objectives of this study is to identify the relationships between selection, training and compensation and benefits towards employee's job performance, therefore the Pearson correlation coefficient analysis is used. Based on the analysis, training shows a strong relationship towards employee's job performance. Meanwhile, compensation and benefits presents a weak relationship to the employee's job performance and selection has a moderate relationship towards employee's job performance. Throughout this study, it shows that PUO need to improve the benefits programs and create a conducive and supportive work environment in order to achieve a better employee's job performance. However, the current training programs are maintained and improve along with professionalism attitude among the employees to ensure it is able to enhance employee's job performance with ongoing improvements.

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CHAPTER 1

RESEARCH BACKGROUND

Background of study

Human resource can be defined as a set of distinct but interrelated activities, function and processes that involve attracting, developing and maintaining (or disposing of) a firm's human resources. Human resource is considered the most important asset in an organization (Ahmad and Schroeder, 2002). On the other hand, human resource management is defined as a key activities and strategies that focus on managing employees of all levels in an organization in order to achieve organizational mission and vision (Byars and Rue, 2006).

Human resource management practices can be referred to as organizational activities directed at managing the pool of human resource and to ensure that the resource is employed in order to achieve the organizational goals (Daud, 2006). Human resource practices include practices such as selection, training, performance appraisal, career planning, compensation, employee participation and job definition.

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