## UNIVERSITI TEKNOLOGI MARA FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES



## LEADERSHIP, COMMUNICATION, SELF-ESTEEM, AND JOB PERFORMANCE AMONG EMPLOYEES IN HOSPITAL KPJ SENTOSA KUALA LUMPUR

# AIMAN BIN HAMZAH 2019256212 NUR LIANA BINTI MAT WAZIR 2019253112

**AUGUST 2022** 

#### **ABSTRACT**

The purpose of the study was to examine the relationship of leadership, communication, and self-esteem that influence the employee job performance in KPJ Hospital Sentosa Kuala Lumpur. Performance could be defined as an act to achieve a set of goals or goals that have been set that could be a role and organization. This study uses simple random sampling techniques in collecting the data's survey. This study has adopted instruments from previou study and by using self-administered questionnaires, which the respondents will be among the medical and non-medical personnel in KPJ Hospital Sentosa Kuala Lumpur. The findings indicate that leadership and communication were significantly associated with performance and self-estee were insignificantly associated with performance. Therefore, these studies uniquely position itself to make both theoretical and empirical contributions to the multi-domain literature in the human resources management and psychology literature.

Keywords: Leadership, Communication, Self-esteem, Job Performance, Employee

#### **ACKNOWLEDGEMENT**

First and foremost, we would like to show our gratitude and appreciation to Dr Aida binti Abdullah, one of our lecturers, for her guidance, patience, warmth, and understanding toward all of us in completing the Proposal for our final year project. It must have been a lovely, joyous, privilege, and honor to have our respected and valued lecturers as our topic supervisors.

We would like to express our heartfelt gratitude to all family members who have encouraged and supported us as we worked to complete our proposal. Their efforts and support will always be remembered in our hearts and duas, allowing us to remain strong and persevere in the process of finishing our project.

Last but not least, we also want to thank all the group members at the time who have provided motivation, support, and contributed a great deal of energy, sharing, and time to ensure the success of our project. Furthermore, we would want to extend our gratitude and appreciation to everyone who has participated in and helped us with this project.

### TABLE OF CONTENT

DECLARATION		I
ABSTRACT		II
ABSTRAK		III
ACKNOWLEDGEMENT		IV
TABLE OF CONTENT		V
LIST OF TABLES		X
LIST OF APPENDICIES		XI
CHAPTER 1: INTRODUCT	ΓΙΟΝ	
1.0 Introduction		1
1.1 Background of the Study.		1
1.2 Problem Statement .		4
1.4 Research Objectives .		6
1.5 Scope Of Study		6
1.6 Significance of the Propos	sed Study	7
1.6.1 Employer		7
1.6.2 Employees		7
1.7 Definition of terms, termin	nology, and concepts	8
1.7.1 Employee Performa	ance	8
1.7.2 Leadership		8
1.7.3 Communication		9
1.7.4 Self-esteem		9
CHAPTER 2: LITERATUR	RE REVIEW	
2.0 Introduction		10
2.1 Job Performance		10
2.2 Factor Influencing Employ	yee Job Performance	11
2.2.1 Leadership		11
2.2.2 Communication		12

2.2.3 Self-esteem		13
2.3 Conceptual Framework		14
2.4 Hypothesis Developmen	t	15
2.4.1 Leadership and E	mployees Job Performance	15
2.4.2 Communication a	nd Employee Job Performance	16
2.4.3 Self-esteem and E	Employee Job Performance	16
2.5 Summary		17
CHAPTER 3: RESEARCI	H METHOD	
3.0 Introduction		18
3.1 Research design		18
3.2 Unit of Analysis		18
3.3 Population and Sample		18
3.4 Sampling technique		20
3.5.1 Source of Instrum	nent	21
3.5.2 Performance Vari	ables	21
3.5.3 Leadership Varial	oles	22
3.5.4 Communication V	/ariables	23
3.5.5 Self-esteem Varia	ble	24
3.6 Data Collection		25
3.7 Data Analysis		28
3.7.1 Descriptive Analy	/sis	28
3.7.2 Testing of the Hy	potheses	29
3.7.3 Statistical Technic	que in Data Analysis	29
3.8 Reliability and Validity	Test	30
3.9 Normality Test		30
3.10 Summary		30
CHAPTER 4: FINDINGS		
4.0 Introduction		31
4.1 Response Rate		31