A STUDY ON

FACTORS THAT INFLUENCE EMPLOYEE PERFORMANCE

IN JOHOR PORT AUTHORITY (JPA)

AIN SHAMIERA BINTI NORHADI

2014864816

BACHELOR OF BUSINESS ADMINISTRATION

WITH HONOURS (HUMAN RESOURCE MANAGEMENT)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

KAMPUS BANDARAYA MELAKA

JANUARY 2018

## DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION

WITH HONOURS (HUMAN RESOURCE MANAGEMENT)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

"DECLARATION OF ORIGINAL WORK"

I am Ain Shamiera Binti Norhadi, (I/C Number:                    )

Hereby, declare that:

- This work has not previously 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 specifically acknowledged.

Signature:                                    Date: __15/1/2018__

# ACKNOWLEDGEMENT

"In the name of Allah S.W.T the Most Gracious and the Most Merciful"

Alhamdulillah, with the grace and blessing from the Almighty Allah S.W.T, finally I manage to complete this research study. First and foremost, I would like to express my greatest gratitude towards my advisor Madam Suraya Hamimi Binti Mastor because without her comments, encouragements, and guidance, I would not be able to complete this research within the time given. Next, a big thanks to Dr Ramesh A/L Krishnan for his comments and cooperation during my presentation session. I would also like to express my deepest appreciation and thanks to all those who are involved in my study whether directly or indirectly especially to my husband, parents, in laws and friends who give me moral support throughout my study until I complete this research project. A special thanks dedicated to my supervisor at Johor Port Authority, Encik Ismadi Bin Mohd Ismail for giving me chances and opportunity to learn and getting such an experience and at the same time finished up my research project during my internship. Last but not least, I want to send my appreciation to all the staff of Human Resource Department and all the respondents who give cooperation to answer my questionnaires during my research study was being carry on.

# TABLES OF CONTENTS

# ABSTRACT

Employee performance is indeed a very significant matter that need to be considered in an organization. The performance of employee within organization could directly affect the success of any business or organization performance. Organization that has properly managing its employee performance can help to increase their profits or sales. It is crucial in this globalization era to have competitive, motivated and proactive employee so that organization could compete and strengthen their position in market or industry. Existing recorded indicated that the present employee performance in the organization is still low and below expectation. Thus, this research addresses the determinants of employee performance in Johor port Authority. This study is conducted to determine the relationship between independent variable which are motivation, discipline and leadership style with employee performance. This study has been conducted using quantitative study while the research instrument that being used is self-administered questionnaire. Besides that, non-probability sampling (convenience) has been used as the sampling method and the total number of respondent is 108 person. In addition, this study has been used Statistical Package for the Social Science (SPSS) Version 22.0 to analyze the data analysis and findings. Finally, it is found that motivation, discipline and leadership style are significantly influence employee performance meanwhile, motivation is the most influential factor towards employee performance.