

**DETERMINING THE FACTORS THAT INFLUENCE STAFF PERFORMANCE IN
DELIVERING QUALITY SERVICES: A CASE STUDY OF PSC NAVAL DOCKYARD
(SHIPREPAIR DIVISION), LUMUT PERAK.**

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ABSTRACT

The aim of this study is to highlight the problem and find the best selection on factors affecting staff performance and how to overcome it. The study covers present staff at PSC Naval Dockyard, Lumut, Perak. This research used about 10% of respondents from Shiprepair Division. From this study it indicates that employees can perform a good performance and bring quality services when they have high job satisfaction. From the analysis, shows that staff performance affected by working qualification, satisfaction of team and salary. 57% have attended training, which they give different perception about their work. Based on finding suggested that organization and staff need to improve themselves to enhance value of performance. By providing the information on factors influencing staff performance in delivering quality services, it hopes can improve staff performance in service industry.

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