

UNIVERSITI TEKNOLOGI MARA

**FACTORS AFFECTING JOB
PERFORMANCE OF GEN Y AT
TOUCH 'n GO SDN. BHD.**

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ABSTRACT

This study aims to determine factors affecting job performance of Gen Y at Touch ‘n Go Sdn. Bhd. (TnG). Furthermore, this study aims to define the most significant factor of variables between leadership style, employee engagement and organizational culture in affecting job performance of Gen Y at TnG. Most studies conducted on employees’ job performance were conducted without focusing on specific generation. This study used both qualitative and quantitative data in order to gain the required information. In term of qualitative data, interviews and secondary data which extracted from reports were conducted to obtain findings through the strategic tools (SWOT analysis) on TnG. A survey using questionnaire method on 284 respondents with respond rate of 88% was used to collect data which then were analysed through correlation analysis and multiple regression. The findings discovered that leadership style and organizational culture significantly affect Gen Y job performance at TnG. This study provides a consistent basis based on empirical investigation for employee job performance and suggests that leadership style and culture in the organization as important traits to heighten Gen Y job performance at TnG.

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CHAPTER ONE

INTRODUCTION

1.1 Preamble

This chapter highlights the background of organization, background of study, problem statement, research objectives and questions, study area, significance of the study and term and definition used in this paper.

1.2 Background of Organization

Touch 'n Go Sdn. Bhd. (TnG) is a private limited company in Malaysia. CIMB Group Holdings Berhad, MTD Capital Berhad and PLUS Expressway Berhad are the shareholders for this company. TnG was established in October 1996 and launched its services in March 1997 at the Metramac Highway and PLUS Expressways. The headquarters is located at Bangsar South, Kuala Lumpur. The company ventured into service and technology industry with the main business is to provide a mode of payment via prepaid e-payment card called the TnG card. Added to that, the TnG card provides users with a means to perform cashless low value transactions which is simple and convenient. The card can be used to perform a transaction less than MYR 1.00 which totally discarded the needs to carry coins when making payments.

TnG is now the only one Electronic Toll Collection (ETC) operator for all highways in peninsular Malaysia and being accepted as Common Ticketing System (CTS) for major public transports in Klang Valley. Moreover, TnG card has enhanced its utilization into parking fee payment, amusement stops and selected retail outlets. To ensure customers feeling convenient with reloading the card, TnG collaborated with many parties including banks, petrol stations, grocery stores and many more merchants to provide more reload service locations for users.

As the pioneer company for ETC, TnG had set their short-term and long-term goals through their vision to be the number one in the electronic payment system for