



**THE IMPORTANCE OF JOB DESCRIPTION AND JOB REDESIGN TOWARDS JOB  
PERFORMANCE AMONG EMPLOYEES IN UNIQUE TRAVEL & CONVENTION SDN BHD**

**ELLIA SYAZIATIE IRWANI BINTI SAWALUDDIN**

**2014370801**

**Submitted in Partial Fulfillment  
Of the Requirement for the  
Bachelor of Business Administration (Hons) Marketing**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
JOHOR**

**JANUARY 2017**

## **ACKNOWLEDGEMENT**

### **PEACE BE UPON YOU**

Any accomplishment requires the effort of many people and there are no expectations. Praise to Allah with all the hardship and bless from Him, I manage to complete the task. Even though this report has been prepared by me, but there are a lot of people that helping me and support me from behind and have guide me in complete the task. I would like to personally acknowledge the following people for their valued help and contributions to the preparation of this report.

First and foremost, I would like to thank my advisor Madam Noraishah Kamarolzaman for her time, patience, guidance, never ending support and for being with me in completing this research paper. My sincere gratitude for her guidance throughout the tenure and thank you for the time spent to advise and correct me in writing my report.

Next, my warmest appreciation and thanks go most to company Unique Travel & Convention Sdn Bhd for co-operation and for providing me sufficient data. Most thank you to Miss Reanne, my supervisor for helping me to get information and data. Besides that, I would to thanks to Mr Calvin, Miss Marsha, Miss Lai, Mrs Jessica, Mrs Halimah, Mr Harris, Mr Jay and Mr Leong for their cooperation in finishing this project report.

Last but not least, great deals appreciated go to my my beloved family, friends and course mates, for their contribution, helpful suggestions, advices and moral support throughout the time of completing my industrial training and report paper. Not forget also to those who helped me directly or indirectly throughout the completion of my industrial training and this report. It would not have been possible without them.

Thank you from the bottom my heart.

## TABLE OF CONTENTS

|  |      |
|--|------|
| TITLE PAGE.....  | i    |
| DECLARATION FORM.....  | iii  |
| LETTER OF SUBMISSION.....  | iv   |
| ACKNOWLEDMENT.....   | v    |
| TABLE OF CONTENTS.....   | vi   |
| LIST OF FIGURE.....  | viii |
| LIST OF TABLE.....   | viii |
| ABSTRACT.....  | ix   |
| 1. CHAPTER: INTRODUCTION.....                                      | 1    |
| 1.1. Background Of Study.....                                      | 1    |
| 1.2. Company Overview.....   | 4    |
| 1.2.1. Company background.....                                     | 4    |
| 1.2.2. Vision and mission.....                                     | 5    |
| 1.2.3. Company SWOT analysis.....                                  | 6    |
| 1.3. Problem Statement.....  | 7    |
| 1.4. Research Question.....  | 9    |
| 1.5. Research Objective.....                                       | 9    |
| 1.6. Significant Of Study.....                                     | 10   |
| 1.6.1. From the organization.....                                  | 10   |
| 1.6.2. From the employees.....                                     | 10   |
| 1.6.3. From the researcher.....                                    | 10   |
| 1.7. Scope Of The Study.....                                       | 11   |
| 1.8. Limitation Of The Study.....                                  | 11   |
| 1.8.1. Small sample size.....                                      | 11   |
| 1.8.2. Interviewer less experience.....                            | 11   |
| 1.8.3. Respondents cooperation.....                                | 11   |
| 1.9. Definition And Terms Of The Study.....                        | 12   |
| 2. CHAPTER: LITERATURE REVIEW.....                                 | 13   |
| 2.1. Job Description.....  | 13   |
| 2.2. Job Redesign.....   | 14   |
| 2.3. Relationship Between Job Description And Job Performance..... | 15   |
| 2.4. Relationship Between Job Redesign And Job Performance.....    | 16   |
| 3. CHAPTER: RESEARCH METHODOLOGY.....                              | 17   |
| 3.1. Primary Data.....   | 17   |
| 3.1.1. Observation.....  | 18   |
| 3.1.2. Personal interview.....                                     | 19   |
| 3.2. Secondary Data.....   | 20   |
| 3.2.1. Internal Data.....  | 20   |
| 3.2.2. External Data.....  | 20   |

## **ABSTRACT**

The purpose of the study is to explore the importance of job description and job redesign towards job performance among employees in Unique Travel & Convention Sdn Bhd. Also, this research is to identify factors that influence job performance among employees in Unique Travel & Convention Sdn Bhd.

The data set is collected through set of questionnaire by doing interview for small sample size and by observation. The interviews conducted among workers in Unique Travel & Convention Sdn Bhd and a total of 7 people were interviewed. The findings revealed there is a small gap of job description and job redesign towards job performance with past journal. However, from the findings also there is no gap between job descriptions towards job performance with the past journals. Besides that, the findings also revealed the factors that influence job performance among employees in Unique Travel & Convention Sdn Bhd. It can be said that there is no gap of the factors that influence job performance of the workers with the past journals. Based on the results, workers agree that job descriptions is importance towards job performance among employees.

The findings of this study are limited by the number of respondents, area of interview and also the absence of other methods to obtain the results other than secondary data and questionnaire. This study is importance to the all employees, organization and to researcher to understand the importance of job description and job redesign towards job performance among employees.

## 1. CHAPTER: INTRODUCTION

The purpose of doing this research is to explore and to identify the importance of job description and job redesign towards the job performance among employees in Unique Travel & Convention Sdn Bhd. Job description is a list of task, functions and responsibilities. It might include to whom the position reports, specifications such as the qualifications or skills needed by the person in the work, and salary range. On the other hand, job redesign is where the duty and task are being reviewed or possibly re-allocated among staff to increase output. This job redesign can lead to increase in both productivity and work satisfaction.

In this chapter consists of nine sections. Section one focus on the background of study which is the introduction about the research. Section two is to introduce the company overview. Section three will be the problem statement which is the weakness of the company that need to be improves. Section four is focus on the research questions. Section five is the research objective. Section 6 is the significant of study. Section seven is the scope of study. Section eight is the limitations of this research and lastly for section nine is the definitions of terms.

### 1.1. Background Of Study

Job performance has been studied widely over the last few decades and great research efforts had been allocated to understand why the job performance is vital to the organization nowadays. Job performance is the ability of the employees to fulfill the job or not. It signifies the quantity and the quality of work achieved either by individual or group, emphasizing the work has been achieved successfully (Schermerhorn, 1989). Past research shows that many factors can lead to job performance. Among other factors are job satisfaction that can influence the individual work performance. Livia L et al (2015) found that work satisfaction is positively related to work performance. Thus, employee that satisfied with the job can increase their job performance. This shows that high work satisfaction and high morale can leads to increase productivity (Strauss, 1968) and can increase to organization productivity. Job satisfaction was refers to the level which employees have positive and enjoyable emotions as a result of their duty for their experience (Locke, 1970; Schmidt, 2007).