



**FACTOR THAT INFLUENCE EMPLOYEE PERFORMANCE:
A CASE STUDY ON POPULAR BOOK STORE SDN BHD
WANGSA WALK OUTLET**

**NUR ZARIFAH BINTI HAJI ZAKARIA
2014986231**

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UNIVERSITI TEKNOLOGI MARA
JOHOR**

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ABSTRACT

This study is to identify the factor that can influences employee performance and the most effective factor that can influences employee performance. This study based to the problem arises in the work place. Employee is important for company establishes and generate. Company need to produce a good productivity of employee to become success. It is important to company know about their worker. This study has use qualitative research by interview and observation to gather all information. There are four respondent of interview. The information has been analyzed using Textual Analysis. The finding show what are the factors that can influences employee performance which is all respondent choose training, relationship and communicating, payment and rewarding and individual mentality. Respondent were agreed that relationship and communicating were the most effective factor that can influences employee performance. This case study provides information for company to acknowledge about their employee and as a plan to increase employee performance. There were also more rooms for improvement and further enhancement in ensuring a good employee performance.

Chapter 1

Introduction

1.1 Background Of Study

Employee is a person who work in company for benefits and remain duties. Every company has their own specification of their employee to work in the company. The performance of employee will meaning to the company. As according to Gardner, Wright, & Moynihan, 2011; Wright, Dunford, & Snell, (2001) Organizational success can be influence by the employee performance. Employee is important to every company for support to make the company success and done work. The success of the company mostly remains to the employee performance. Within a professional framework will be a mirror to the ability that has been contributes by good employee performance. It will help company to achieve the goals.

Apart from a high level of infrastructure and facilities, employee performance is usually will be the outcomes achievement to the company. According to Cardy (2004), the performance of individual or organization depends heavily on all organizational policies, practices and design features of an organization. A good leadership will keep policies but still reminding as a human. Some of factors can influence employee performance that can give good benefits to the company. According to Farooq, M, & Aslam M. K (2011), manager is giving their best to develop employee potential to do their work and finally generate the good environment in organization. A good environment in company can have a good feel