

**A STUDY ON THE RELATIONSHIP BETWEEN JOB DESCRIPTION
AND SUPPORT STAFF WORK PERFORMANCE IN UITM PAHANG**

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Acknowledgement

Alhamdulillah, we thankful with blessing from Allah S.W.T, our group has managed to complete this research OSM 651, project on The Relationship Between Job Description and Support Staff Work Performance in UiTM Pahang.

With this opportunity, we want to express our gratitude to Mrs. Nasiha binti Abdullah our supervisor and Associate Professor Wan Hanisah binti Wan Ismail as co-supervisor for spend their precious time with our group in giving advise, guidance and ideas in order to ensure this proposal had fulfilled with the relevant findings and required criteria. We are very grateful to Mr. Abd. Razak bin Said as the research coordinator for these Issues in Administrative Management-OSM651 course and Mr. Saharani bin Abdul Rashid for his advice and his contribution in organized the supervisor for this project.

We want to express our deepest thank to our family for their understanding to supports in order to complete this OSM651 project. Finally we want to thank to all friends that had contribute ideas and helping hand to complete this project. It is hope that with this research, it will give benefit and useful findings to the organization in measures what is the improvement should be exist for the benefit of the staff and the organization itself.

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ABSTRACT

This study is to examine the relationship between job description and support staff work performance in UiTM Pahang. Questionnaires have been distributed to 30 respondents and 30 questionnaires were collected back. Data analysis were done using SPSS version 12.0. The study showed that the respondents agreed that job description gives guidelines to them in performing their work. Besides, they also agreed that their work could be improved by following job description. Furthermore, they also agreed that job description provides some elements of authority and responsibility to them. From the finding, there were some recommendations to the organization. First is serves as guideline to the organization to improve the existing job description in the organization to contribute to the highest work performance of employees. Other than that, improve the knowledge about job description. Lastly is sent the staff to the training program to increase self-awareness. For conclusion, we have found that the support staff of UiTM Pahang have support and agreed that job description driven the better work performance among them. Furthermore, by improving the knowledge about job description, it can be concluded that ones company can provide better and understandable job description that can contribute to the highest performance of employees. Finally, training is very important in order to increase ones productivity and work performance.