



UNIVERSITI TEKNOLOGI MARA

**EXPLORING THE IMPORTANCE OF WORK PROCEDURE  
TOWARDS EMPLOYEE'S PERFORMANCE IN INLAND  
REVENUE BOARD OF MALAYSIA: A CASE STUDY AT  
MEDICAL AND FACILITIES UNIT**

**NUR AFIRA NADLIN BINTI CHE SOH  
(2014689042)**

**BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) MARKETING  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
JOHOR**

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## ABSTRACT

Work procedure is an arrangement of work task according to who the right person to handle the task and the time needed to make sure the task is completed. The objective of this study is to explore the importance of work procedure towards employee's performance in the Medical and Facility Unit in Inland Revenue Board of Malaysia (IRBM), and through this study also to identify recommendations in order to improve work procedure applied in the organization. The study focused on used qualitative research method which is through done the personal interview and preliminary study to collect the data needed. The interview session was conducted among staffs in the Medical and Facility unit in IRBM, 5 staffs represented from each level of management were chosen as respondents. The findings is through analyze the gap of work procedure towards employee's performance between what respondents and past journals highlighted. The findings is revealed that work procedure is very important towards employee's performance and in order to improvise work procedure applied in the organization there are many recommendations that can be used such as shown work procedure in work station, give training to staffs regarding work procedure and do brainstorming to discuss more detail about work process either want to added more step or cut off unneeded step. In a future, the researcher hope that organization from each sector could extend the findings of the study for the better future study regarding work procedure in order to improvise their performance.

**Keywords** Work Procedure, Employee's Performance

## **CHAPTER 1: INTRODUCTION**

The purpose of this research was to explore and to identify the importance of work procedure to employee's performance in the organization. Work procedure is typically incorporates an arrangement of recognitions that are productive in representing forms, their assignments, the conditions among these assignments, and the required parts such as an abilities of the people or, then usage of data frameworks that can play out the predefined tasks (Irani, 2011). Work procedure has many advantages or benefits to use in an organization, where work procedure will lead organization to deliver a better or outstanding services to produce an output. In addition, by using work procedure, it can lead to increase job satisfaction among members in the organization and increase productivity of work.

This chapter consists of nine sections. Section one focused on the background of study which researcher highlighted on introduction of doing the research. Section two consist of company overview which focused on introducing the organization that researcher do the research. Meanwhile, in section three discussed about the problem statement focusing on the weakness of the organization that researcher found out while section four was concentrating on research objective and section five was about the research questions of the study. Next for the section six was significant of study. In addition, section seven was about scope of the researcher's study and for section eight discussed on the limitation of study. Lastly for section nine, was giving detail explanation about the definition of terms.