



**THE FACTORS THAT AFFECT EMPLOYEES'
ATTITUDE ON JOB PERFORMANCE: A CASE
STUDY OF PETRONAS ICT SDN BHD**

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CHAPTER 1: INTRODUCTION

1.0 INTRODUCTION

1.1 BACKGROUND OF STUDY

Based on the background of the study, job performance is a person who performs a job well. An effective employee is a combination of a good skill set and a productive work environment (Root, 2017). The employers' duties are to motivate their employees and help them to retain their job performance (Raza, et al., 2017). This is the proof that job performance is an important thing to any organisation for the durability of the company.

Everyone has attitudes about many things but not necessarily bad things. Employees' attitude refers to the impact he or she can have on the people around them. There are both positive and negative attitudes that can either lift or lower the spirits of their employees (Boundless, 2016). Attitudes may affect both the company's performance and employees' job performance itself.

According to (Iqbal, Ahmad, Haider, Batool, & Qurat-ul-ain, 2013), the performance of employee is the major issue in the organization. It is very important for the company to maintain or improve their employees' performance to keep the satisfaction of the customers. The job performance relies on the person and system factors of an organization (Williams, 2002). According to (Preko & Adjetey, 2013), in today's competitive business environment, high employee performance is the key goal of generally organizations. In any case, the performance does not simply occur in working environment. It is motivated by arrangement of factors. So, there are several factors that will affect the employees' attitude on their job performance which will be

ABSTRACT

Performance is an essential criterion for organizational results and achievement. The organization's success depends on employees' performance. Making a well-rounded approach to managing and coaching the employees requires the expertise of a human resources leader and the help of the organization's executive leadership. The research aims to identify the demographic characteristics which are gender, age, ethnicity and marital status of the employees from Business Function Corporate and Production in PETRONAS ICT SDN BHD, and determine the influence of human resource perspective factors represented by (compensation and benefits), (training and development), and (performance appraisal and achievement) on job performance in the case of PETRONAS ICT SDN BHD. A total of 126 employees from Business Function Corporate and Production division took part in this study and the questionnaire were distributed using cluster sampling method. The results of the findings revealed that (compensation and benefits) and (performance appraisal and achievement) have a significant relationship on employees' attitude on job performance. However, (training and development) were found insignificant with employees' attitude on job performance. Suggestions for future study has been included in this study.

Keywords: Job performance, human resource perspective, employees' attitude