



**Faculty of Administrative Science  
& Policy Studies  
Universiti Teknologi MARA**

**A Study on the Factors influence Job Performance among  
Employee at UCSI Hotel, Kuching**

**Name of Students**

**Nurezzati Binti Azri – 2016436896  
Ezatul Athirah Binti Hassan - 2016436904**

**Name of supervisor**

**Madam Sarehan Binti Sadikin**

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## Table of contents

### Chapter 1: Introduction

1.1	Introduction	8
1.2	Problem statement	10
1.3	Research objectives	12
1.4	Research Questions	12
1.5	Scope of the study	13
1.6	Significance of the study	14
1.7	Definition of terms/concept	15
1.8	Conclusion	17

### Chapter 2 : Literature Review & Conceptual Framework

2.1	Introduction	18
2.2	Job Performance	18
2.3	Factor influence job performance	
	2.3.1 Teamwork	21
	2.3.2 Work environment	23
	2.3.3 Wages	24
	2.3.4 Gender	25
2.4	Conceptual framework	28
2.5	Conceptual Definition	
	2.5.1 Job performance	29
	2.5.2 Teamwork	29
	2.5.3 Work Environment	29
	2.5.4 Wages	29
	2.5.5 Gender	29
2.6	Conclusion	30

### Chapter 3 : Research Method

3.1	Introduction	31
3.2	Research design	31
3.3	Unit of analysis	34
3.4	Sample size	34
3.5	Sampling technique	36
3.6	Measurement/Instrumentation	37
	3.6.1 Job performance	39

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 INTRODUCTION**

In Malaysia, services sector is considered vital since it contributed around 54 percent to Gross Domestic Product (GDP) in the year 2012 (Department of Statistics Malaysia, 2012). By other words, more than half of GDP is contributed from services sector. By the way, tourism industry in Malaysia is constantly growing annually and it provides a considerable amount of national revenue to government. Hotel industry in Malaysia seems to be a promising business in this sector as the existence of tourism industry since tourists are considered as important customers. In addition, the profit of hotels is mainly come from tourists by providing accommodation and service to them.

Job performance is the general attitude that people have about their jobs. According to a recent JobStreet.com survey that was conducted in September 2012 on Employee Job Satisfaction in Malaysia, 78% of the respondents claimed that they were unhappy with their current job. Dissatisfaction with their scope of work was the top reason many felt unhappy at work. Job dissatisfied employee is most likely to show poor performance at work which indirectly affects the productivity of the organization. Organizational commitment and job involvement of the employees will also be a question mark if the employee is not satisfied with his job.

## **CHAPTER 2**

### **LITERATURE REVIEW & CONCEPTUAL FRAMEWORK**

#### **2.1 INTRODUCTION**

This chapter discusses the literature related to the study on the factors influencing job performance among employee in UCSI Hotel, Kuching. We will explain on the employee job performance, factors of job performance by employees and discusses on the job performance between male and female employees. Hence, we will provide further explanation on the relationship between wages and job performance as well as the factor that influence the job performance. In addition, the conceptual framework of this study will be clarified in this chapter.

#### **2.2 JOB PERFORMANCE**

Mwita (2000) defines that performance as a major multi-dimensional construct that have a target to achieve results with a strategic goals of an organization. Any activities related to job and how those that activities were performed by employees is employee performance. Moreover, in the particular organization, the behaviour of employee need to accelerate with their objective such as increases the sales and making profit. Stephen J. Motowidlo (2003) says that job performance as the total expected value to the organization of the behavioural of an individual which carried out over a particular period.

## **CHAPTER 3**

### **RESEARCH METHOD**

#### **3.1 INTRODUCTION**

This chapter presents the discussion on the research method including the research design, unit of analysis, sample size and sampling technique. It also covers on the measurement, data collection and data analysis

#### **3.2 RESEARCH DESIGN**

In order to achieve the objective of this study, a cross-sectional study design is being used by using quantitative method. A cross-sectional survey will be used because the data collection will be collected at a particular time to answer all of the research objectives (Sekaran & Bougie, 2009). In addition, a quantitative research method is used to determine the factor influence job performance among employee in Hotel UCSI ,Kuching.

The process of our study is designed in the manner consisting of four stages. During the first stage of our research, we identify the latest problems and issues which arise especially in Malaysia. To continue and pursuit and in order to strengthen our findings, we collected and combine our sources consists of secondary data such as books, journals, research reports and annual reports. Then the drafting of the research proposal commences as the start of our research.