

**THE STUDY IN THE RELATIONSHIP BETWEEN LEADERSHIP TRAITS AND EMPLOYEE
WORK PERFORMANCE AT UITM JENKKA, PAHANG : A CASE STUDY**

Prepared for:

MADAM SITI FARAH SURAYA BINTI MOHD HASHIM

Prepared by:

**NURUL HAZWANI BINTI JAMALUDIN (2010626112)
NORIZAN BINTI MOHAMAD IDZHAR (2010679426)
NURUL ZUNORAIN BINTI JAAFAR (2010684376)**

BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS) (BM232)

**UNIVERSITY TEKNOLOGY MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT**

TABLE OF CONTENTS

Page

LIST OF FIGURE

LIST OF TABLE

ACKNOWLEDGEMENT

CHAPTER 1

INTRODUCTION

Background of the study.....	1-2
Problem of statement.....	3-4
Research Objectives.....	5
Research Questions.....	6
Significance of the Study.....	7
Limitation of the Study.....	8
Definition of Terms.....	9-10

CHAPTER 2

LITERATURE REVIEW

Introduction.....	11
Leadership Skills.....	12-14
Personality Traits.....	15-16
Communication Skills.....	17-18
Work Performance.....	19
Gender.....	20-21
Level of Education.....	22

CHAPTER 3

METHODOLOGY

Research Design.....	24
Population.....	24
Sample Frame.....	24
Sample Size.....	25
Sampling Technique.....	25
Unit of Analysis.....	25
Research Instrument.....	25
Data Collection Procedures.....	25
Data Analysis.....	26
Plan for Data Analysis.....	26

CHAPTER 4

FINDINGS

Analysis of Result.....	28
Demographic Section.....	29-33
Research Question 1.....	34-35
Research Question 2.....	36
Research Question 3.....	37
Research Question 4.....	38

ACKNOWLEDGEMENT

First of all, we were grateful and thankful to Allah S.W.T for giving us the strength to complete and finish this assignment for subject Issues in Administrative Management (OSM651).

We would like to thanks to our lecturer, Tuan Haji Abd. Razak bin Said, who always guide us to complete this particular assignment.

Secondly, we like to express our appreciation to our Supervisor, Madam Siti Farah Suraya binti Mohd Hashim who always share a brilliant and outstanding ideas as well as suggestion in the overall process of completing this assignment.

Last but not least, the kindness and sacrifice of all people that were involved direct or indirectly in this assignment is the most important thing of all and to be honest, there's no other phrase of gratitude that we can express except a very warm and good thank you to all of them. Only the mighty Allah S.W.T can repay them for their kindness. All the bad thing comes from our own weakness and all the good things come from Allah S.W.T.

Thank you.

Norizan binti Mohamad Idzhar

Nurul Hazwani binti Jamaludin

Nurul Zunorain binti Jaafar

Faculty of Business Management

University Technology Mara, Jengka Pahang

CHAPTER 1

INTRODUCTION

Background of the Study

In this new era of globalization, organizations everywhere whether in the private or even in the public sector always try to improve the employees performance in order to achieve organizational goals. Thus, many alternatives had been implemented by the organizations in order to improve the employee's performance such as provided their staff with motivational based-seminars. The organization itself provided training programs as well in order to help the employees understand the organization goals better and at the same time, improved the relationship with the customers. The organization also used rewards (in form of payment and career opportunities) to induce employees to use more of their inputs (e.g. time effort, experience, skills, creativity, knowledge, and job behaviors) in order to increase employee's productivity (Abubakr M. Sulaiman, et al. 2010).

There was a positive relationship between job performance and the status of the talent itself according to Greenberg and Baron, (2000). This positive relationship bring on by the perks and benefits normally standing occupational such as higher payment, a more flexible working condition which was less dependent on physical labour. The employee's personality view as the empirical literature on the relationship between personality traits and job performance had shown that it was an important determinant of employee's job performance (Abubakr M. Sulaiman, et al. 2010).