THE INFLUENCE OF LEADERSHIP STYLES ON THE EMPLOYEES' PERFORMANCE AT MAJLIS PERBANDARAN KOTA BHARU BANDAR RAYA ISLAM (MPKB-BRI), KELANTAN DARUL NAIM

NORHASLIZA BINTI MAT HUSSIN

BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS) UNIVERSITI TEKNOLOGI MARA (UiTM)

ACKNOWLEDGMENT

Alhamdulillah grateful to God that at last I am able to complete this report. Apart from my effort, the success of this research proposal depends largely on the encouragement and guidelines of many others. I would like to take this opportunity to express my gratitude to the people who have been instrumental in the successful completion in this assignment.

First and foremost, I would like to show my greatest appreciation to my advisor, Dr Shaiful Azlan Bin Abdul for the valuable guidance and advice for this project. He inspired me greatly to work in this assignment. I also would like to thank him for showing me some example that related to my project. In the process of conducting this project paper, he always shows me the right examples and help me to overcome obstacles. He also motivated and guide me to complete this project smoothly. Without his inpiration and motivation I would not complete this project paper successfully.

Other than that, I would also like to thank to my colleagues for thier guidance and give their full cooperation to me in completing this project. They also give me information and provide me with relevant materials about this topic.

Finally, an honorable mention goes to my families and friends for their understanding and supports on me in completing this project paper. Without helps of the particular that mentioned above, I would face many difficulties while doing this.

THANK YOU

ABSTRACT

The purpose of this study is to find out the leadership styles that influences on the performances of the employees. The objective of this is to investigate the influence of leadership styles on the employees performance in the workplace and to identify the leadership styles of the managers in the workplace. There are 70 questionaires that have been distributed among the staff to achieve the objective of the study. The data collected are then analyzed by using SPSS software program. The results found that all the variables are reliables. It was also found that the transformational leadership is the best styles that influences the employees performances in the workplace. Some recommendations have been suggested in order to improve employees performances based on leadership styles.

Table of Content

	Page
ACKNOWLEDMENT	i
ABSTRACT	
TABLE OF CONTENT	iii-iv
LIST OF TABLE	v
LIST OF FIGURES	v
CHAPTER 1	1
INTRODUCTION	1
Background of the Study	1-2
Statement of the Problem	3
Research Objectives	4
Research Questions	4
Research Hypothesis	4
Significant of the Study	4-6
Limitations of the Study	
Definition of Term	
CHAPTER 2	
LITERATURE REVIEW	
Definition	
Conceptual Framework	
CHAPTER 3	
RESEARCH METHODOLOGY	
Research Design	
Sampling Frame	
Population	
Sampling Technique	
Sample Size	
Unit of Analysis	
Data Collection Procedures	
Instrument	
Validity of Instrument	
Plan of Data Analysis	
CHAPTER 4	
FINDING AND ANALYSIS	
Introduction	
Demographic Background of Respondent	
Reliability	
Descriptive Analysis for Leadership Style	
Descriptive Analysis for Employees' Performances	
Correlation	
Regression	
T-Test	31-32

CHAPTER 5	33
RECOMMENDATION AND CONCLUSION	33
Introduction	33
Conclusion	34-36
Recommendation	
REFERENCES	41-43
APPENDICES	44
Appendix A: Table for Determining Sample Size from a Given Population	44
Appendix B: Cover Letter	45
Appendix C: Questionnaire	46-49
Appendix D: Bell Curve for Leadership Styles	50
Appendix E: Bell Curve for Employees' Performances	51