

**IMPLEMENTATION OF 360-DEGREE FEEDBACK IN
TELEKOM MALAYSIA**

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TELEKOM MALAYSIA**

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**A project paper submitted to the College of Business,
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in partial fulfilment of the requirements for the degree of
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KOLEJ PERNIAGAAN
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ABSTRACT

Annual evaluation has conducted in almost organization in the world. Matters such business mission, vision, strategy, and goals are what organization targets to be achieved in specified period and to achieve all those targets, organization must keep their employee's performance in superb constantly. The objective of this study is to study whether trust level of executives affect the satisfaction of 360-degree feedback, to study whether rates competency do affect the satisfaction among the executives and to examine whether performance improvement plan does affect the satisfaction of 360-degree feedback. A total of 120 executives of TM Malaysia, Bangsar are chosen as the sample size. From the findings, trust level, rates competency and performance improvement plan had significant relationship toward effective 360-degree feedback.

CHAPTER ONE

INTRODUCTION

1.1 Background of the study

This chapter contains seven parts such as problem statement, research question, research objective, significance of the study, limitation and scope of the study and the last part is definition of term.

Firstly, an introduction about research that is “Implementation of 360-degree feedback in Telekom Malaysia (TM) Berhad”. A discussion of problem statement is in the part one of this chapter. The problem statement is about what firm should emphasize and focus to make their evaluation more effectively.

The second part of this chapter attached with research question which were come out from the problem statement. The third part is research objective that can make this research clear and be understood. The next part in this chapter is the significance of the study. The significance of this study will show how the impact of this research affects the employee in the organization, the company and to the researcher itself.

The details in limitation and scope of the study discuss in part six of this chapter. To be understood about this research, the definition of terms used in this research wills helps to clear the ambiguous or uncertainty as the final part of this chapter.

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