THE INFLUENCE OF HUMAN RESOURCE MANAGEMENT PRACTICES ON EMPLOYEE ENGAGEMENT AT PORT KLANG AUTHORITY

BY

THILAGAVILI MARIAPPAN (810264)

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I certify that all the supports and assistance received in preparing this project paper and all the sources abstracted have been acknowledge in this stated project paper.

NAME: THILAGAVILI MARIAPPAN 810264
MATRIX NO.: 810264
School of Business Management
College of Business
Universiti Utara Malaysia
06010 Sintok
Kedah DarulAman
ABSTRACT

The aim of the study is to determine the Human Resource Management (HRM) practices, namely supervisory behavior, employee communication and employee development, that influenced employee engagement of the employees at Port Klang Authority (PKA). This quantitative study was conducted among 152 PKA employees. The data were analyzed by using The Statistical Package for Social Sciences (SPSS) version 19. The findings showed that employee development was the only independent variable had a positive and significant impact on employee engagement. Recommendations and implications for future study and practices were also revealed.

Keywords: Human resource management, employee engagement, statistical package social sciences
ABSTRAK


Kata kunci: Pengurusan sumber manusia, penglibatan pekerja, pakej statistik sains sosial
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CHAPTER ONE
INTRODUCTION

1.0 Introduction

This study focused on factors that impact employee engagement at Port Klang Authority (PKA). It also intends to magnify the research on Human Resource Management (HRM) practices that contribute to employee engagement such as supervisory behavior, employee communication and employee development.

This chapter concluded with the background to the research, problem statement, research questions, research objectives, and the significance of the study.

1.1 Background of the study

Human capital plays an important role in a country’s economic growth. The significance of human resource in every organization cannot be denied. Human resources also become the strength of pillar of an organization. In fact, the employees are the best source of the organization as they are the most firm asset that can keep away an organization from its challenger. Past research argued that great administration of human asset can boost and maintain excellent of the organization (Khan, 2010). Thus, the important administration of human asset can influence the achievement of the organization.
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REFERENCES


