

**THE RELATIONSHIP BETWEEN HUMAN RESOURCE MANAGEMENT  
AND EMPLOYEE PERFORMANCE AMONG HOTELS IN LANGKAWI**

**By**

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## **ABSTRACT**

One of the key issues in any organizational is managing their human capital who possess vital position in the organization`s goals. Thus, human resource management comes into play to ensure the availability of right people for the right position and guiding them to achieving successful organizational outcomes. Since employees are the heartbeats of the organizational it is important their performance gradually improves and matches what are expected of them. The purpose of this study was to study the relationship between human resources management practices and employee performance in hotel industry in Langkawi. The sample of this study was the 295 employees of five star hotels in Langkawi, Kedah. For this purpose survey method was used by questionnaire as instrument for data collection. For research method, Statistical Package for the Social Sciences (SPSS, Version 20) was used to analyze data. In this study, regression analysis method and correlation analysis method are used to analysis the correlation between independent variables and dependent variable. The research results have shown that Langkawi hotels have high implementation in human resource management at current stage. Meanwhile, recruitment and selection, training and development, compensation and performance appraisal significantly influence employee performance. During this study the researcher faced several limitations such as time constraints, language constraints and budget constraints. Finally, the finding of this study has some contributions for future research and organization`s employee performance.

**Keywords:** Human Resource Management; Employee Performance; Langkawi Hotels; Malaysia

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PERMISSION TO USE.....	I
ABSTRACT.....	II
ACKNOWLEDGEMENT .....	III
TABLE OF CONTENTS .....	IV
LISTING OF TABLES .....	IV
LISTING OF FIGURES .....	IV

# Table of Contents

## Chapter 1: Introduction

1.1 Background of study.....	1
1.2 Background of the industry.....	4
1.3 Problem Statement.....	6
1.4 Research Questions.....	8
1.5 Research Objectives.....	9
1.6 Significant of Study.....	10
1.7 Definition of terms, terminologies and concepts.....	11
1.7 Research Organization .....	14

## Chapter 2: Literature Review

2.1 Introduction.....	15
2.2 Human Resource Management.....	16
2.2.1 Recruitment and Selection and Employee performance.....	18
2.2.2 Training and Development and Employee performance.....	23
2.2.3 Performance Appraisal and Employee performance.....	28
2.2.3 Compensation and Employee performance.....	33
2.3 Employee performance.....	38
2.4 Research Framework.....	41
2.5 Hypothesis Development.....	42
2.6 Conclusion.....	43

## Chapter3: Research Methodology

3.1 Introduction.....	44
3.2 Research Design.....	44
3.3 Operational Definition .....	45
3.4 Population and Sampling.....	46
3.5 Sampling Technique.....	47
3.5.1 Primary Data.....	47
3.5.2 Secondary Data.....	47
3.6 Measurement/Instruments.....	48
3.7 Data Analysis Techniques.....	51
3.8 Methods Utilized.....	52
3.8.1 Descriptive Statistics.....	52
3.8.2 Reliability .....	53
3.8.3 Inferential Statistics.....	54
3.8.3.1 Correlation Analysis.....	54
3.8.3.2 Regression Analysis.....	56
3.9 Conclusion.....	57

#### **Chapter 4 Results and Finding**

4.1 Introduction.....	58
4.2 Overview of the Collected Data.....	59
4.3 Respondents Profile.....	59
4.3.1 Gender.....	59

4.3.2 Marriage Status.....	60
4.3.3 Age.....	60
4.3.4 Years of Working.....	61
4.4. Reliability Analysis.....	62
4.5 Pearson Correlation Analysis.....	64
4.6 Regression Analysis.....	67
4.7 Hypothesis Testing.....	70
4.7.1 Hypothesis 1.....	70
4.7.2 Hypothesis 2.....	70
4.7.3 Hypothesis 3.....	71
4.7.4 Hypothesis 4.....	71
4.8 Summary Hypothesis Results.....	72
4.9 Conclusion.....	73
 <b>Chapter 5 Discussion, Recommendation and Conclusion</b>	
5.1 Introduction.....	74
5.2 Recapitulation of Research Findings.....	75
5.3 Discuss on Research Objectives.....	76
5.3.1 Research Objective 1.....	76
5.3.2 Research Objective 2.....	76
5.3.3 Research Objective 3.....	77
5.3.3 Research Objective 4.....	77
5.3.3 Research Objective 5.....	77



5.4 Limitations.....	79
5.4.1 Limitations to the Researcher.....	79
5.4.2 Limitations of Study.....	81
5.5 Recommendations for future research.....	82
5.6 Conclusion.....	83
<b>REFERENCES.....</b>	<b>84</b>
<b>APPENDIX.....</b>	<b>94</b>
<b>Appendix A.....</b>	<b>95</b>
<b>Appendix B.....</b>	<b>101</b>

## LIST OF TABLES

<i>Table 4.1: Gender.....</i>	<i>59</i>
<i>Table 4.3.2 Marital Status.....</i>	<i>60</i>
<i>Table 4.3.3 Age.....</i>	<i>60</i>
<i>Table 4.4 Years of Working.....</i>	<i>61</i>
<i>Table 4.5 Reliability Test.....</i>	<i>63</i>
<i>Table 4.6 Correlations.....</i>	<i>65</i>
<i>Table 4.7 Regression Analysis of Human Resource Practices and Employee Performance.....</i>	<i>67</i>
<i>Table 4.8 Regression Analysis on Coefficient of Determination(R Square).....</i>	<i>68</i>

## LIST OF FIGURES

<i>Figure 2.4: Research Framework.....</i>	<i>41</i>
<i>Figure 3.1: Five-Point Respondant Format.....</i>	<i>49</i>
<i>Figure 3.2: Layout of Questionnaires.....</i>	<i>50</i>
<i>Figure 3.3: Coefficient alpha scales .....</i>	<i>53</i>
<i>Figure 4.4: Value of Alpha.....</i>	<i>62</i>
<i>Figure 4.8: Hypotheses Results.....</i>	<i>72</i>

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 Background of the Study**

In today`s world, there is stiff competition between companies of all kinds all over the world due to the globalization. As a result, companies try their best to meet the high expectation of their respective customers to overcome their rivals. Hence, employees performance come forefront to achieving such goal. Each organization will need to come up with human resources policy that suits their business and operational objectives. This selected policy will serve as the leading principle in determining the company`s human resource strategy from the beginning. From there the company will outline the basis for its human resource planning, selection, recruiting, compensation, training and development. This will have influence on the existing and future employees. Organizations develop human resource policies that truly reflect on their beliefs and principles and the relationship between company`s management and employees, or they may simply develop strategies to deal with current problems or requirements (Chew, 2005).

The most important sources of competitive advantage for any organization are their human resources (Becker & Huselid, 1998). Hence, it is not coincident that the

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