



**THE STUDY OF JOB PERFORMANCE AMONG EMPLOYEES IN TELEKOM
MALAYSIA BERHAD KUANTAN**

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ABSTRACT

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The Study of Job Performance among Employees in Telekom Malaysia Berhad Kuantan.

This research studies the factors that affect the job performance of employees in Telekom Malaysia Berhad Kuantan. It attempts to identify the significant determinant that gives impact on employees' performance. By constructing a hypothetical research model to investigate the effect of four variables which are motivation, pay, co-worker and promotion (independent variables) towards employees' job performance (dependent variable), questionnaires were distributed to employees in various departments. Data was obtained and subjected to reliability tests using Cronbach's Alpha, and the four hypotheses drawn up from the research model were subjected to test of significance correlation relationship. Out of the four hypotheses, it was found out that pay and co-worker give significant impact on employees' job performance. Although it is not an exhaustive conclusion, this finding holds an extensive implication in the company and for future research.

Keyword- Job performance, satisfaction,

Paper type- Mode B

Company- Telekom Malaysia Berhad Kuantan

1.1 BACKGROUND OF THE STUDY

Harrison et al. (2006) point out that job attitudes and job performance are two of the most enduring concepts in organizational research. The concept of employee engagement in particular has been generating a lot of interest in both research and practice in recent times (e.g. Macey and Schneider, 2009; Macleod and Brady, 2008, Bakker et al., 2008). The research evidence linking employee engagement with performance and other important organizational outcomes has generated a widespread belief amongst senior executives and HR practitioners that improving and sustaining high levels of employee engagement is good for business (Attridge, 2009).

Robinson et al. (2004, page ix), define engagement as: A positive attitude held by the employee towards the organization and its values. An engaged employee is aware of business context, and works with colleagues to improve performance within the job for the benefit of the organization.

Based on the definition above, it is clearly stated that the environment will affect the job performance of employees. So, job satisfaction is important because it will affect employees' performance. For different employees, the level of job satisfaction may vary. This is because, satisfaction involve the feeling and emotion of that person.

Committed employees are more likely to perform beyond the call of duty to meet customers' needs and are highly motivated to work to the best of their ability. These traits are crucial for continued customer commitment and ongoing revenue and growth for an organization. Committed employees remained in the employment of the company longer,