

**FACTORS IN JOB CHARACTERISTICS INFLUENCE EMPLOYEES'
MOTIVATION IN THE JOHOR CORPORATION**

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2013

ABSTRACT

Purpose – The purpose of this study was to examine the relationships between the factors in job characteristics with the employees' motivation and to examine the factors in job characteristics that influencing employees' motivation.

Methodology –The study used stratified random sampling to select the sample size of respondents from employees in Johor Corporation. Data were collected on a structured questionnaire containing some demographic background of respondents, factors in job characteristics and employees' motivation. Then the data analyzed using descriptive statistical analysis, coefficient of reliability analysis and Pearson Correlation Coefficient analysis.

Findings – Consistent with previous studies related to relationship between factors in job characteristics and employees' motivation, the study showed that all the factors in job characteristics (skill variety, task identity, task significance, job autonomy and feedback) have a positive significant relationship with employees' motivation.

Conclusion – The research has proven that the factors in job characteristics have positive relationship with employees' motivation. However, factor in job characteristics that have the highest relationship with employees' motivation was feedback. As conclusion, there was positive relationship between factors in job characteristics with employees' motivation.

Recommendation – For the future studies, it can be recommended to use a large population to get the more sample size of the respondents in order to ensure the studies can be used widely.

ACKNOWLEDGEMENT

First and foremost all praise be to Allah, the Almighty, the Benevolent for His blessings and guidance for giving us the inspiration to embark on this research and instilling in all of us the strength to see that this research becomes a reality.

I also owe a deep debt of gratitude to Miss Gladys Sebi Anak Entigar, my advisor of Research Methodology (OSM 601) for this semester. It is for her expert guidance, constant, encouragement and generosity during the period of accomplishing this task. Without her help, this research may not achieve completion.

It is a privilege to express my sincere and grateful thanks to all the staffs from Johor Corporation. All of them have contributed greatly as respondents for my survey on this study.

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March, 2013
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CHAPTER 1

INTRODUCTION

Background of the Study

Motivation is a set of courses concerned with a kind of strength that boosts performance and directs towards accomplishing certain targets (Kalimullah et al, 2010; Quratul-Ain, 2011). Employees' individual performance has a significant impact on the organizational performance. Therefore, managers always try to find ways to stimulate their employees' work motivation (Wood et al., 1994; Fang Yang, 2011). This is supported by Rutherford (1990) in Quratul-Ain (2011) reported that motivation formulates an organization more successful because motivated employees are constantly looking for improved practices to do a work, so it is essential for organizations to encourage motivation of their employees (Kalimullah, 2010 ; Quratul-Ain, 2011).

In order to help managers to effectively motivate their employees, a large amount of research has been conducted to identify the factors which can motivate employees. Therefore, Ross (1998) in Fang Yang (2011) stated that several versions of a motivation theory were generated in the nineteenth century and Job Design Theory proposed by Hackman and Oldham in 1980 was used in this research. This theory supposes that the task itself, which refers to internal factors, is a key to employee's work motivation (Ramlall, 2004; Fang Yang, 2011). It reports that the