“THE IMPACT OF REWARD ON EMPLOYEES MOTIVATION AT PETRONAS PENAPISAN MELAKA”

FAZILLAHASLIZAH BT AB.RAHIM

2009415774

BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA BANDARAYA MELAKA

APRIL 2011
I, Fazillahaslizah Bt Ab.Rahim, (I/C NO: 870630-10-5456)

Hereby declare that,

This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.

This project paper is the result of my independent work and investigation, except where otherwise stated.

All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:        Date:
LETTER OF SUBMISSION

DATE OF SUBMISSION :

The Head of Program
Bachelor of Business Administration (Hons) Finance
Faculty of Business Management
Universiti Teknologi MARA
110 Off Jalan Hang Tuah
75300 Melaka

Dear Sir

SUBMISSION OF PROJECT PAPER

Attached is the project paper title “Reward affect employees motivation” to fulfill the requirement as the needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Yours sincerely

Fazillahasлизah Bt Ab.Rahim
2009415774
Bachelor of Business Administration (Hons) Finance
ABSTRACT

Employees are one of the company assets that are very important in order to achieve organization goals. Therefore many companies believe that it is important to make sure that their company are happy and satisfy with the reward and other variable given by the company. Employees motivation is important to many companies because it gives impact on the employees productivity, effectiveness and efficiency. The main objectives of this research is to identify the most factors that influence employees motivation among employees of PETRONAS Penapisan Melaka and to identify the significant relationship between independent variable (payment, promotion, recognition and benefits) and dependent variable (employees motivation).

The respondent of the study was 100 employees at PETRONAS Penapisan Melaka from different job level and function within the organization. The researcher has used non probability sampling technique. In this study, descriptive statistic had been used to interpret data such as reliability test, Pearson correlation and multiple regression analysis. From the research, it can be concluded that the most factors that gives impact on employees motivation at PETRONAS Penapisan Melaka are recognition since there are significant relationship between them.
CHAPTER 1 - INTRODUCTION

1.1 Background 1
   1.1.1 Background of the study 1
1.2 Problem statement 2
1.3 Research questions 3
1.4 Research objectives 3-4
1.5 Theoretical framework 4
1.6 Significance of the study 5
   1.6.1 The Company
   1.6.2 The researcher
   1.6.3 Employees
1.7 Scope and coverage of the study 5-6
1.8 Definition of terms 6
1.9 Limitations 7

CHAPTER 2 - LITERATURE REVIEW

2.1 Introduction 8
2.2 Literature Review 8
   2.2.1 Importance of Motivation
   2.2.2 Motivation and job performance
   2.2.3 Intrinsic and extrinsic motivation