

UNIVERSITI TEKNOLOGI MARA

**THE INFLUENCE OF MOTIVATION
ON PRESENTEEISM BEHAVIOUR**

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ABSTRACT

Productivity level in the country has been declining in the past few years. It is caused by the low quality of work performed by the employees. Low work quality is said to be resulted from presenteeism as one of the reasons. Presenteeism has become a prevalent issue in today's world where the employees come to work despite of being sick. When employees are motivated, they will have the tendency to engage in presenteeism which it is impactful in determining Malaysia's productivity as a whole. Therefore, the purpose of this study is to identify the influence of motivation on presenteeism behaviour. Subsequent to this, the moderating effect of job satisfaction on the relationship between motivation and presenteeism also was investigated. Through a quantitative design, a cross-sectional survey using questionnaires was employed. Identifying the units of analysis was through stratified and convenience sampling methods to collect the data. Also, the focus of this study is limited to employees working in Hospital Tuanku Ampuan Najihah, Kuala Pilah. From a sample size of 300 ($n=300$), the returned rate was 287 or 95.67%. There is a significant relationship between the need for power under motivation dimension and level of presenteeism where the significant value of p is less than 0.05. This study also found the significant moderating role of job satisfaction under the dimension of satisfaction towards contribution on the relationship between need for power and presenteeism. This study helps in contributing clear knowledge in terms of organizational behaviour and academic by highlighting the role of motivation in influencing the behaviour of an employee where in this case it is presenteeism which may impact the country's productivity.

Keywords: Presenteeism, motivation, job satisfaction, employee

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CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

This chapter focuses on the overview of presenteeism behaviour and occurrence and at the same time emphasizes on its impact on the organization. In the first part, the explanation is on the background of the study followed by the problem statement. Research questions and research objectives are then stated respectively in the latter part. The information regarding the scope of the study is then explained further and after that, the significance of the study is described specifically. Last but not least, the last section presents about all the definition of terms and concepts involved in this study.

1.2 BACKGROUND OF THE STUDY

Malaysia is aspired to be a developed nation by the year 2020. In conjunction with that, one of the requirements to realize the vision is to be a high income nation. It is important for a country to remain competitive at global level. As for Malaysia the trend of its global competitiveness index is fluctuating by referring from the year of 2008 until now (Global Competitiveness Report, 2017). This implies that, it is difficult to remain competent from time to time as all other countries are trying their best to improve as well. However, Malaysia has come out with its own strategy in which it has been shifted from focusing on inputs towards emphasizing on results and outcomes and this is where the productivity is highlighted in every initiative taken. By strengthening national productivity, it may help the country to actually remain competitive globally as both of them are closely interrelated and it can be said that productivity level is the actual driving force in determining the competency of a country.