

THE EFFECTS OF HUMAN CAPITAL ON NON ACADEMIC STAFF JOB PERFORMANCE : THE CASE OF UITM MALACCA



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ENHANCED EXECUTIVE SUMMARY

This report was aimed to analyze the performance levels of non academic staff in UiTMM and identified the factors that influence the job performance of non academic staff in UiTMM. It provided an analysis and evaluation of 135 questionnaires out of 200 questionnaires distributed. Meaning that, 135 respondents of non-academic staff from various departments in UiTMM were involved in this case study. Systematic Random Sampling techniques has been used during the process of collecting data in the campus. Method of analysis were done using SPSS and a multiple linear regression model has been chosen to estimate the factors that affect the job performance. These equations are estimated using the standard ordinary least squares (OLS) procedure. Results of data analysed showed that non academic staff in UiTMM has high performance level with mean score of 88.6930. This concluded that all of them are very productive and competitive workers. Furthermore, this report found that there is positive and significant correlation between human capital (experience and training) and job mobility with job performance. Although there is a significant correlation, it can be seen that the significance is at the lower level as well as exist an inverse relationship between training and job mobility with job performance. Thus, it can be said that experience and training are the major factors that affect job performance for non-academic staff in UiTMM. Finally, recommendation discussed are include that suitable training is needed for the staff, continuous observation needs to be done to the staff, increased the cooperation between employer and employees, spread the opportunity of training to the staff, incentives should be given to the staff, build close rapport between the employer and employees and various of motivational programmes need to be done among staff. These few suggestions are being made to ensure that non-academic staff job performance in UiTMM will sustain at the higher level and increase by time to time. It is also suggested so that the entire item in human capital can be fully utilized to affect job performance of non-academic staff in UiTMM.

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Economic structural change towards knowledge-based economy and the position of the growing services sector have contributed to the development of the national economy. Realizing the importance of this economic growth, Malaysia as a developed country needs to enhance the competitiveness of its employees in this sector as well as in education including academic or non-academic members. Employee performance is a key to the success of an organization. The higher the performance of an employee, the higher the productivity of an organization. Lado & Wilson (1994) and Dessler (2011) in their studies said, workers with high performance will be able to assist organization to achieve its strategic aims organization thus sustaining the competitive advantage (June & Mahmood, 2011).

It is impossible to deny that the contribution of human capital is crucial for the productivity of an organization. Human capital as a core competence is described as one of the main indicators of organizational learning (Bantel & Jackson 1989; Hornsby 2002; Kuratko et. al. 2005; Dess et. al. 2003). Human capital is also seen as an element that will enhance individual job performance. Based on western study cases, education, training, health and migration (mobility) are the major factors that affect the human capital. One more factor included in this human capital is experience. The term of human capital was initially discussed by Arthur Cecil Pigou in his work "A Study in Public Finance" in 1928 and then discussed by prominent personalities such as Jacob Mincer in 1958 and Gary Becker in 1964. (<http://dzulkhairi.blogspot.com>)