

**THE RELATIONSHIP BETWEEN CORE JOB
DIMENSIONS AND EMPLOYEES JOB PERFORMANCE
AT MALAYSIA BUILDING SOCIETY BERHAD (MBSB),
MELAKA.**

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CHAPTER 1

INTRODUCTION

Background of study

The success of an organization depends on the people who work within the organization. Job performance can be defined as the accomplishment of work-related tasks or skills by an employee or trainee that may refer to specific skills or to overall performance (Hackman and Oldham, 1974). Therefore, it is also used for factors associated with success or failure in job situations and most refers to whether an employee performs their job well. On the other definition, job performance is defined in terms of rise in the level of output of services with the same or reduced level of input as a result of better work methods and improved technology (Sharma, 2007). It means that, employee's performance is more important than equipment and raw material. There are two factors that include under the job performance. First is the task performance where it is a traditional method on doing something like to transform and maintain the raw material to ensure the organizational operation. The contextual performance is about the interpersonal and behavior that supports social interaction within the organization. The successful of the job performance is based on the five core job dimensions which include the autonomy, feedback, skill variety, task significance and task identity. All of the core job dimension will be determine whether or not the employee will be internally motivated to work effectively. Hence,

this study focuses on identifying the relationship between core job dimensions and the employees job performance in Malaysia Building Society Berhad (MBSB) Melaka.

Statement of the Problem

The problem of this study is in the employees in Malaysia Building Society Berhad (MBSB) has low motivation and they are not satisfied with their own work and task. Some of the employees are not able to do their work, because of the environment, management and they do not have any support from the other employees. Due to this, the management needs to put extra efforts on their performance so that the employees can increase their quality of work by using as much as many incentives so that their work behavior such as generating, promoting, and realizing the ideas in workplace will give benefits to the organizational success (Janssen, 2000). According to Hackman and Oldham 1974, there are five core job dimensions that provide the key of objectives in measuring jobs and to change them so that they will have high potential in motivating people who are in the field. Through this core job dimensions there are five types that are skill variety, feedback, autonomy, task identity and task significance. This core job dimensions will help the employees to work as it is meaningful to them, make them more motivated to do their work and improve their skill in job performance. Therefore, this research trying to study the relationship between Core Job Dimension and employee's Job Performance. This research was conducted at Malaysia Building Society Berhad (MBSB), Melaka.