

THE RELATIONSHIP BETWEEN INTRINSIC
JOB PERFORMANCE AND JOB MOTIVATION
AMONG EMPLOYEE IN MAJLIS BANDARAYA
MELAKA BERSEJARAH

NURULASHIKIN BINTI MAZLEE
96212243

BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA

2013

TABLE OF CONTENTS

Content	Page
LIST OF TABLES.....	i
ACKNOWLEDGEMENT.....	ii
CHAPTER 1	
INTRODUCTION	
Background of Study.....	1
Statement of Problem.....	3
Research Objectives.....	5
Research Questions.....	5
Significance of Study.....	5
Limitation of Study.....	6
Definition of Terms.....	7
CHAPTER 2	
LITERATURE REVIEW	
Introduction.....	8
Job Motivation	8
Intrinsic	11
Job Satisfaction.....	13
The Relationship between Intrinsic Job Motivation and Job Satisfaction	16
Conclusion	17
Theoretical Framework.....	18
Hypothesis.....	18

ACKNOWLEDGEMENT

Bismillahirrahmanirrahim, Alhamdulillah. Thanks to Allah SWT, whom with His willing giving me the opportunity to complete this research. I would like to thanks to Madam Nashrah binti Talib as an advisor of this research for great advice, commitment and cooperation to complete this report. She had guided me in order to complete this research and give valuable information, suggestions and guidance in the compilation and preparation the report. In addition, I also would like to give a million of thanks to Madam Barirah in order giving me a lots of guidance in completing my research. She had given me a lots of guidance in order to do the corrections of my research.

I also would like to express my gratitude to Encik Hafiz bin Haji Hassan, Assistant Manager of Management Department in Majlis Bandaraya Melaka Bersejarah for great advice, commitment and cooperation to complete this report. This work could not be finished and written well without the continuous support from my Assistant Manager. I also wish to extend mythanks and appreciation to my parents, family and others for their cooperation, encouragement, constructive suggestion and full of support for the report completion, from the beginning till the end. I also would like to thanks to all of friends and everyone, that has been contributed by supporting my work and helps me during the research progress till it is fully completed.

Thank you very much.

Nurul Ashikin binti Mazlee

July 16, 2013
Faculty of Business Management
Universiti Teknologi MARA Malaysia

CHAPTER 1- INTRODUCTION

1.1 BACKGROUND OF STUDY

Majlis Bandaraya Melaka Bersejarah (MBMB) is located at Graha Makmur, No. 1, Jalan Tun Abdul Razak – Ayer Keroh, Hang Tuah Jaya, 75450 Melaka, Malaysia.

In Majlis Bandaraya Melaka Bersejarah (MBMB), there are have 15 departments in this organization which are Department of Engineering, Valuation and Property Management, Department of Management, Department of Licensing and Health, Department of Information Technology, Department of Law and Enforcement, Department of Special Projects and Environment, Department of Finance, Department of City Planning, Department of Corporate Affairs and Public Relations, Department of City Beautification, Building Control Department, Department of Business Management and Customer Premises, Department of Community Infrastructure & Logistics and One Stop Centre (OSC).

According to Encik Hafiz bin Haji Hassan (2013), Assistant Manager of Management Department in Majlis Bandaraya Melaka Bersejarah has been said when employees doing their task, he has declared that the employees has lack of motivation because of many works to do and tend to high pressure. If not solved, this problem had resulted in the organization's work processes disrupted. So, to solve this problem, the top

management has been decided to send their employees for training program to improve motivation level of their employees.

Motivation is one of important value in an organization especially in Majlis Bandaraya Melaka Bersejarah to achieve the organization's objective, to reach employee's satisfaction and the most important thing for this organization is to achieve five stars in grading, (Hafiz, 2013).

According to Maria (2012), she has been said that by viewed in the context of work, motivation can be defined as the degree of availability of the employees to become involved in their work and to make sustained effort in order to meet some professional objectives, which can be defined individually or organizationally. In this context, motivation can be considered a result of the interdependence between the individual and the organizational context where he or she works, rather than a result of the prevailing individual motivations. Moreover in Majlis Bandaraya Melaka Bersejarah, they believe that success of productivity is dependent on employee commitment, job satisfaction, skills, and motivation.

Work motivation is a set of external and internal forces that commence the behavior related to work and establish its direction, form, duration and intensity (Nadia, 2011). The definition identifies the effect of the external forces like nature of the work to be performed and reward system of the organization. For innate forces of an individual, the examples like motives and needs of a person on the behaviors related to work.

Therefore, the current study attempts to explore the relationship between job motivation and job satisfaction among employees in Majlis Bandaraya Melaka Bersejarah.