

**MOTIVATION FACTORS THAT ENHANCE KTMB
EMPLOYEES' JOB PERFORMANCE
SPECIFICALLY FOR COMMUTER UNIT IN
KLANG VALLEY**

ABDUL AZIM BIN ZAINAL ABIDIN

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UNIVERSITI TEKNOLOGI MARA
MELAKA**

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I, Abdul Azim Bin Zainal Abidin , (I/C Number: 830331-14-5865)

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

Keretapi Tanah Melayu (KTMB) or the Malayan Railway is the main rail operator in Peninsular Malaysia.

Basically, the research objectives of this study are to identify whether the intrinsic factors for example achievement, recognition, personal growth, job descriptions have significant relationship among KTMB employees. Besides that, the study also wanted to clarify whether the extrinsic motivational factors for example payment, promotion, working condition and job security have significant relationship on the level of job performance among the employees specifically in Commuter unit. Moreover, the research objectives of this study are to provide appropriate recommendation when dealing with demotivated employees.

The development of human capital is crucial to the continued success in the operation of the railways. Personnel costs represent about 60% of the operating revenue of the company (KTMB Annual Report 2005). Given such as a high cost per income ratio, it is very important that the company obtains the maximum and productive inputs from its workforce. Thus it is important to underlying this study in order to improved motivation factors that lead to increase employee's job performance. Based on the findings, we can conclude that by providing more recognition activities, improving working condition, encouraging employees suggestions, promote fairly salary payment system, encourage two-way communication and provide constructive feedback will increase motivation level and job performance among the KTMB employees.