



UNIVERSITI TEKNOLOGI MARA CAWANGAN KEDAH
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

A STUDY ON MOTIVATIONAL FACTORS THAT INFLUENCE
EMPLOYEE PERFORMANCE AT MAJLIS PERBANDARAN
SUNGAI PETANI KEDAH (MPSPK)

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DECLARATION

We hereby declare that the work contained in this practical training report is our own except those which have been duly identified and acknowledged. If we are later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Rules and Academic Regulations of Universiti Teknologi MARA (UiTM).

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ABSTRACT

Employee performance is an important principle for the successfulness of local governments. It is important as local governments cover up 70% of the population and an important institution in Malaysia. The extent of employee performance in local government will indicate the performance of the employees. In addition, motivation is one of the factors that can enhance the employee performance in local governments. Therefore, this study aims to examine the relationship between motivational factors which include recognition, working environment, training and communication. A survey was conducted at Majlis Perbandaran Sungai Petani Kedah (MPSPK). The data were collected using a self-administered questionnaire from 165 respondents using a systematic sampling technique. However, only 148 responses with 89.7% response rate were deemed suitable for further analysis. The result of this study indicates that there is high extent of employee performance at MPSPK and communication is the most dominant factor that influences employee performance at MPSPK. This study also shows that all hypothesis on motivational factors listed were accepted.

Keywords: Employee Performance, Motivational Factors, Recognition, Working Environment, Training, Communication, Majlis Perbandaran Sungai Petani Kedah (MPSPK)

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