RELATIONSHIP BETWEEN JOB STRESS, MOTIVATION AND REWARD AND RECOGNITION WITH JOB PERFORMANCE: ESTATES OF DISTRIBUTION UNIT (UPP)

NUR AMALINA BINTI ZULKEFLI

2013749919

BACHELOR OF BUSINESS ADMINISTRATION (HONS)
MARKETING
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TEKNOLOGI MARA KELANTAN

DECEMBER 2015

ABSTRACT

The measurement job performance of an organization is very important in order to achieve organization's goals. This survey is to determine the relationship between job stress, motivation and reward and recognition with job performance. The objectives of this study are to determine the factors influencing job performance and to know the most important and less important factor influence job performance. The sample consists of 100 respondents from Estates of Distribution Unit (UPP) employees. The data used multiple linear regression method and analyzed using SPSS 20.0. Based on the finding, job stress and motivation are significant with the factor that influences job performance toward job performance of the organization. Meanwhile, reward and recognition is not significant. Thus, to determine the factor and to know the most and least influence factor of job performance, a set of 100 questionnaires are distributed to the employee of Estates of Distribution Unit (UPP). The questionnaire is collected in order to analyzed the result by testing the reliability of the developed question, using correlation analysis to determine the relationship between all of the independent variable and the regression analysis used by the researcher to determining the influence factor among independent variables and dependent variable. The ranking question analysis were used to identify which is the most influence and least influence factor of job performance. After examining the results and comparing the finding with the previous research several recommendation is develop in order to improve the performance of Estates of Distribution Unit (UPP).

ACKNOWLEDGEMENT

"In the name of Allah, The most Gracious and Peace be upon His Messenger, the holy Prophet Muhammad SAW."

First and most foremost, Alhamdulillah, at last i am able to complete this report. Whilst, accepting full responsibility for the contents of this work, it would be churlish not to admit the debt I owe to all those who directly and indirectly contribute to this writing. It has been the greatest experience to have been able to do this research.

Here, I would like to thank my advisor, Madam Hatinah Binti Abu Bakar for her valuable guidance and assistance as well as her valuable information and ideas in making this study possible. I am greatly indebted to her for helping me to overcome obstacles in the process of conducting this project paper as well as for her patience. She has instructed me in a very inspiring and motivating manner, maintaining a good balance between good criticism and encouragement.

I would also like to express my appreciation and thanks to my second examiner, Madam Mariam binti Setapa, who had contributed in giving ideas and opinion directly in the completion of this study and for analyzing the progress of my work.

Finally, I wish to express my sincere gratitude to my beloved family and all my friends for their support, patience and encouragement in helping me to complete this project paper. Finally, I really hope that my masterpiece would be so beneficial to those who are interested in this topic.

THANK YOU

NUR AMALINA BINTI ZULKEFLI

DECEMBER 2015

KOTA BHARU, KELANTAN

TABLE OF CONTENTS Pages

TITLE PAGE		i
DECLARATION OF ORIGINAL WORK		ii
LETTER OF TRANSMITTAL		iii
ANKNOWLEDGEMENT		iv
TABLE OF CONTENT		v
LIST OF TABLES		vii
ABSTRACT		viii
CHAPTER 1	**INTRODUCTION**	
	1.0 Introduction	1
	1.1 Overview of Job Performance	3
	1.2 The Problem Statement	4
	1.3 The Objectives of The Study	5
	1.4 Research Questions	5
	1.5 Scope of study	6
	1.6 Significant of the study	7
	1.7 Definition of Term	8
	1.8 Limitation of Study	9
CHAPTER 2	**LITERATURE REVIEW**	
	2.0 Introduction	10
	2.1 Job Performance Definition	12
	2.2 Job Stress	15
	2.3 Motivation	16
	2.4 Reward and Recognition	18
	2.5 Development of Hypothesis	
	2.5.1 Job Stress and Job Performance	21
	2.5.2 Motivation and Job Performance	23
	2.5.3 Reward and Recognition and job performance	26
	2.6 Theoritical Framework	27

CHAPTER 3 METHODOLOGY

3.0 Introduction 28

3.1 Research Design 28

3.2 Types of Data

3.2.1 Primary Data 29

3.2.2 Secondary Data 31

3.2.3 Questionnaire Development and Measurement 34

3.2.4 Sampling 34

3.2.5 Target Population 34

3.2.6 Sampling Technique 35

3.2.7 Sample Size 35

3.3 Data Analysis 46

CHAPTER 4 FINDINGS

4.1 Introduction 47

4.2 Reliability Analysis 48

4.3 Pearson Correlation Analysis 51

4.4 Demographic Frequencies 54

4.5 Ranking Analysis 55

4.6 Multiple Linear Regression 58

CHAPTER 5 CONCLUSION AND RECOMMENDATION

5.1 Introduction 59

5.2 Discussion 60

5.3 Conclusion 61

5.4 Recommendation 63

BIBLIOGRAPHY 67

APPENDICES