



FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
UNIVERSITI TEKNOLOGI MARA

BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

TITLE OF RESEARCH:

THE ROLE OF THEORY ABRAHAM MASLOW INFLUENCE
MOTIVATIONAL FACTOR TOWARD JOB PERFORMANCE IN IBU
PEJABAT KONTINJEN KEDAH

WAN UMI SALMIE BINTI WAN AHMAD (2015135001)
NUR SYAFIQAH AQILA BINTI MAT ZALI (2015115789)

JANUARY 2018

PERPUSTAKAAN SULTAN BADLISHAH
UiTM Kampus Merbok
Cawangan Kedah
08400 Merbok Kedah.

ACKNOWLEDGEMENT

First and foremost, we would like to express my deepest gratitude to Allah SWT for granting His mercy for giving us encouragement and strength to face challenges and difficulties we completing the research project and motivated us in this study.

We would like to express our gratitude to our Supervisor, Dr Zauyah Abd Razak for her patient, guidance encouraged, supervise and supports to us in completing this research project. She was insistent on meeting and giving briefing to us to discuss in detail about the study.

Apart from that, we would like to thank to Ibu Pejabat Kontinjen Kedah for giving us the opportunity to completing the research project by be our respondents. Besides, we would like to thank to Encik Zaki and Encik Zafir, and all the staffs for sharing the knowledge and make our research journey easier.

May Almighty Allah SWT guide all of us, now and after.

Wan Umi Salmie Binti Wan Ahmad

Nur Syafiqah Aqila Binti Mat Zali

Bachelor in Administrative Science

Faculty of Administrative Science and Policy Studies

Universiti Teknologi Mara Cawangan Kedah

THE ABSTRACT

The notions of motivation and work performance have become a popular driving force behind most successful organisations. Thus, the study examine the motivational factor that influencing the job performance in Ibu Pejabat Kontinjen Kedah. The objective of this study is to identify the level of job performance among workers in Ibu Pejabat Kontinjen Kedah and how the relationship of motivational factor giving contribution on their job performance. In order to discover the actual dimension of job performance in Ibu Pejabat Kontinjen, the data collection conducted to the organization to know the actual data. The study involve the workers in Ibu Pejabat Kontinjen Kedah as the respondents. Due to the total population in this study are 1184, 185 set of questionnaire distributed to the organization by using the Stratified Random Sampling (SRS).

CONTENTS

CLEARANCE	i
DECLARATION	ii
ACKNOWLEDGEMENT	iii
THE ABSTRACT	iv
LIST OF FIGURES AND CHARTS	viii
LIST OF TABLES	ix

CHAPTER 1: INTRODUCTION

1.1	Introduction	1
1.2	Problem Statement	3
1.3	Research Question	3
1.4	Research Objectives	4
1.5	Scope of Study	5
	1.5.1 Level	5
	1.5.2 Territory	5
	1.5.3 Time	5
1.6	Significance of the Study	6
1.7	Definition of Key Terms	6
	1.7.1 Job performance	6
	1.7.2 Ibu Pejabat Kontinjen (IPK) Kedah	6
	1.7.3 Motivational factor	6
	1.7.4 Physiological needs	6
	1.7.5 Safety needs	6
	1.7.6 Social needs	7
	1.7.7 Self-esteem needs	9
	1.7.8 Self-actualization needs	9
1.8	Conclusion	10

CHAPTER 2: LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1	Introduction	11
2.2	Job performance	11
2.3	Theory related to the study	14
	2.3.1 Maslow Hierarchy of needs	14
	2.3.2 Physiological needs	15
	2.3.3 Security or safety needs	16
	2.3.4 Social needs	16
	2.3.5 Self-esteem needs	17
	2.3.6 Self fulfilment (self-actualization)	18
2.4	Other factors that leads to job performance	19
	2.4.1 Organizational factor	19
	2.4.2 Social factor	20
	2.4.3 Individual factor	29
2.5	Variables Related to the job performance	21
	2.5.1 Physiological needs	21

2.5.2	Safety needs	23
2.5.3	Social needs	26
2.5.4	Self-esteem needs	28
2.5.5	Self-actualization needs	29
2.6	Conceptual framework	32
2.6.1	Conceptual framework definition	33
2.6.2	Employee job performance	34
2.6.3	Physiological needs	34
2.6.4	Safety needs	34
2.6.5	Social needs	34
2.6.6	Self-esteem needs	35
2.6.7	Self-actualization needs	35
2.7	Hypothesis	35
2.7.1	Physiological needs	35
2.7.2	Safety needs	36
2.7.3	Social needs	37
2.7.4	Self-esteem needs	37
2.7.5	Self-actualization needs	38
2.8	Conclusion	39

CHAPTER 3: RESEARCH METHODOLOGY

3.1	Introduction	40
3.2	Research Design	40
3.3	Unit of Analysis	40
3.4	Sample size	40
3.5	Sampling Technique	42
3.6	Scales of measurement	44
	3.6.1 Nominal Scale	44
	3.6.2 Interval scale	44
3.7	Measurement / Instrument	45
3.8	Data Collection	51
	3.8.1 Sources of data	51
	3.8.2 Data collection methods	52
3.9	Data Analysis	53
3.10	Pilot Study	54
3.11	Conclusion	56

CHAPTER 4: FINDINGS

4.1	Introduction	57
4.2	Profile of Ibu Pejabat Kontinjen Kedah employees	57
4.3	The level of job performance Ibu Pejabat Kontinjen Kedah	60
4.4	The relationship between physiological needs and job performance	61
4.5	The relationship between safety needs and job performance	62
4.6	The relationship between social needs and job performance	63
4.7	The relationship between self-esteem needs and job performance	64
4.8	The relationship between self-actualization needs and job performance	65
4.9	The most influencing factor towards job performance	67
4.10	Conclusion	68