

THE RELATIONSHIP BETWEEN MOTIVATIONAL FACTOR
AND JOB PERFORMANCE AMONG NON-EXECUTIVE
STAFF AT JABATAN AKAUNTAN KUCHING, SARAWAK

Prepared for:
PUAN PAULINE JAU

Prepared by:
SHAMIMI AMIRA BINTI SAMSOL KAMAL
DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

MAY 2018



BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)

FACULTY OF BUSINESS MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, Shamimi Amira binti Samsol Kamal, (950620-12-5218)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

ABSTRACT

This research was conducted to find out the relationship between motivational factors and job performance among non-executive employees at Jabatan Akauntan Kuching, Sarawak. The type of research that conducted was correlational research and using convenience as sampling technique. The independent variables are salary, work environment and job security meanwhile the dependent variable is job performance. This research involved 90 non-executive staff of Jabatan Akauntan Kuching, Sarawak as respondents of the survey. The questionnaire that has been used in this study was adopted from Conrad et. Al (1999), Bushiri (2014), De Witte (2000) for each independent variables and Borait et.al (1975) for dependent variable. Besides, the Pearson correlation was conducted in order to investigate the association between salary, work environment and job security with job performance. Based on the findings, the results indicated that there was strong, significant and positive relationship between salary ($r=.534$), work environment ($r=.643$) and job security ($r=.603$) with job performance. This indicates that the employee's motivation has influenced their job performance positively. It is recommended for future researcher could conduct the same study in private sector to get difference perspective toward motivational factors since this research was conducted at government sector.

TABLE OF CONTENT

| | |
|--------------------------------------|------|
| “DECLARATION OF ORIGINAL WORK” | ii |
| ABSTRACT | iii |
| ACKNOWLEDGEMENT | iv |
| Table of Content | v |
| List of Table | viii |
| List of Figure | ix |
| List of Appendices | x |
| CHAPTER 1 | 1 |
| INTRODUCTION | 1 |
| Background of the Study | 1 |
| Statement of the Problem | 2 |
| Research Objectives | 4 |
| Research Questions | 4 |
| Significance of the Study | 5 |
| Limitations of the Study | 5 |
| Definition of Terms | 5 |
| CHAPTER 2 | 8 |
| LITERATURE REVIEW | 8 |
| Motivation | 8 |
| Hygiene Factors | 10 |

CHAPTER 1

INTRODUCTION

This research aims to examine the relationship between motivational factors and job performance. This chapter explains background of the study, statement of the problem, research objectives, research questions, significance of the study, limitations of the study, and definition of terms to provide further understanding towards this research that has been conducted at Jabatan Akauntan Kuching, Sarawak.

Background of the Study

The motivational factors are the essential part to help to increase the employees' job performance. Motivation in organizations is very significant for each employee to change behavior in positive ways (Aarabi, Subramaniam, and Akeel, 2013). The phases of motivation depend on how the employees maximize their efforts directly to the goals and maintain it (Aarabi et al., 2013). It means the higher efforts the employees give, the opportunity to achieve the organization's goals will be a success.

Therefore, many researches have been conducted regarding motivational factors and job performance. This paper seeks to address the relationship between the independent variables such as salary, work environment and job security and the dependent variable, which is job performance.