

TO STUDY THE RELATIONSHIP BETWEEN
MOTIVATIONAL FACTORS AND JOB PERFORMANCE
AMONG NON-EXECUTIVE STAFF AT ASSEMBLY
SERVICES SDN. BHD, SHAH ALAM, SELANGOR.

NURBAIZILAH BINTI BAHARUDDIN

DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITY TECHNOLOGY MARA (UiTM)
SAMARAHAN CAMPUS

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FACULTY OF BUSINESS AND MANAGEMENT

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I, NurBaizilah Binti Baharuddin (I/C: 961009-10-5590)

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ABSTRACT

The aim of this study was to determine the motivational factors and job performance among employees at Assembly Services Sdn. Bhd., Shah Alam, Selangor. The instrument used in this study is questionnaire and the respondents is the 103 of non-executives employees in Assembly Services Sdn. Bhd. The findings of this study, revealed that all of the motivational factors have positive and significant relationship towards job performance. However, flexible scheduling has the least result among all because it was not implemented by the company. Consequently, the discovery of this study can provide a direction or reference to the management in motivates their employees in terms of performance enhancement. As conclusion, it is exhort for the organization to increase their awareness on the flexible working hours to ensure that the employees will increase their job performance and then they could have a positive result on work-life balance.

Keywords: Flexible Scheduling, Physical Working Environment, Training, Job Performance

TABLE OF CONTENTS

	Page
AUTHOR'S DECLARATION.....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENT.....	v
LIST OF TABLES.....	viii
LIST OF FIGURES.....	ix
CHAPTER 1.....	1
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	2
Research Objectives.....	3
Research Questions.....	4
Significance of the Study.....	4
Limitations of the Study.....	5
Definition of Terms.....	5
CHAPTER 2.....	9
LITERATURE REVIEW.....	9
Definition of Expectancy Theory.....	9
Herzberg Motivation – Hygiene Theory.....	9
Job Performance.....	11
Flexible Scheduling.....	12

CHAPTER 1

INTRODUCTION

This chapter presented the reason for the investigation which is to study the connection between motivational factors and job performance among non-executive staff at Assembly Services Sdn. Bhd., Shah Alam, Selangor. This part examined the background of the study, the statement of problem, research objectives and research questions, the significance and limitations of the study. At the end of this chapter, the meaning of terms are additionally included.

Background of the Study

The relationship between motivational factors and job performance is important to achieve organization objectives. To accomplish the objectives, organization needs to know that motivations are important to the employees to perform their job more efficiently. According to Jesarati; Babazadeh; Zanjani; Jesarati; Azizi; Rezapur and Hashemi (2013), motivation factors increase the employee pleasures to reach the goal that the organization set, directs behaviour and influence him to increase his effort to do his job. If organization do not focus to motivate their employee, it will be hard to achieve the organization objectives.

Job performance has both positive and negative sides. If they are positive, the employees will be satisfied with their job but if they are negative, they will be dissatisfied with their job at the workplace (Ric13). According to Bolman and Deal (2008) dissatisfaction with the job will lead to the lack of the employee's commitment in the organization that makes them loss productivity and do job