

THE RELATIONSHIP BETWEEN EXTRINSIC REWARDS AND  
EMPLOYEES' PERFORMANCES AMONG SUPPORT STAFF AT  
LAND AND SURVEY DEPARTMENT, KOTA SAMARAHAN,  
SARAWAK.

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**“DECLARATION OF ORIGINAL WORK”**

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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.
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## **ABSTRACT**

Rewards management is one of the ways used by the organizations for attracting suitable employees as well as to facilitating them to improve their performance. Rewards can be divided into two which are extrinsic rewards and intrinsic rewards. In this study, the researcher focus on the extrinsic rewards which are performance bonuses, salary and working conditions in order to determine the relationship between the extrinsic rewards and employee' performance among support staff in Land and Survey Department, Kota Samarahan, Sarawak. This study was accomplished through quantitative method of data collection namely questionnaires. The questionnaires were distributed to 92 support staff in the organization. The reliability of the questionnaires was also tested by conducting a pretest at Akademi Kastam Diraja Malaysia Sarawak. The findings of the study revealed that performance bonuses, salary and working condition were very important which can affect the employees' performance in the organization. Besides that, the correlation analysis revealed that those three components have a significant relationship towards the employees' performance. The findings also provided for the future researcher, organizations and employees in managing the support staff in order to increase the employees 'performance

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## **CHAPTER 1**

### **INTRODUCTION**

This research investigates the relationships between extrinsic rewards and employees' performance among support staff at Land and Survey Department, Kota Samarahan, Sarawak. This chapter discusses the background of the study, the underlying problems regarding the variables, research objectives, research questions, importance of the study and also the limitations. Lastly, definition of terms is also provided in this chapter.

#### **Background of the Study**

In this research, the researcher wants to investigate further about the use of extrinsic rewards in improving employees' performance as discussed by Irshad (2016). There are many extrinsic rewards but only three of them are included in this research which are the three independent variables, performance bonus, salary and working condition. Employees' performance is a core concept within work and organizational psychology. During the past few years, researchers have made progress in clarifying and identifying the performance concept (Wiernik, 2015). Every organization depends on their employees to achieve the organizational goals. In order to achieve the goals, extrinsic rewards are needed to increase the employees' performance.

According to Zabouj and Antonisdes (2015), reward is "either money or honor that pays out as compensation, normally as a sign of appreciation or achievement".