

THE RELATIONSHIP BETWEEN MOTIVATIONAL
FACTORS AND JOB PERFORMANCE AMONG NON-
EXECUTIVE STAFF AT JABATAN KASTAM DIRAJA
MALAYSIA, KUCHING SARAWAK IN THE HUMAN
RESOURCE DEPARTMENT.

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DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

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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.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

This study was conducted at Jabatan Kastam Diraja Malaysia, Kuching Sarawak in the Human Resource Department. The purpose of the study is to investigate the relationship between motivational factors and job performance among non-executive staff. In this study, there are three motivational factors which is salary, work environment and job security. A total of 110 questionnaires were distributed to the non-executive staff at Jabatan Kastam Diraja Malaysia, Kuching Sarawak in the Human Resource Department. The returned questionnaires were 96 which was equivalent to 87.27% and all were usable.

This study was guided by three research question, firstly, what is the relationship between Salary and Job Performance among non-executive staff at Jabatan Kastam Diraja Malaysia, Kuching Sarawak in the Human Recourse Department?, secondly what is the relationship between Work Environment and Job Performance among the non-executive staff at Jabatan Kastam Diraja Malaysia, Kuching Sarawak in the Human Recourse Department? and thirdly, what is the relationship between Job Security and Job Performance among the non-executive staff at Jabatan Kastam Diraja Malaysia, Kuching Sarawak in the Human Recourse Department?.

The data was analysed using SPSS Version 23. The result shows that the findings in motivational factors are strong, positively and significantly correlated with job performance. It shows that there is a strong, positive and significance between the variables which Salary ($r=.744^{**}$, $p < 0.01$), Job Security ($r=.728^{**}$, $p < 0.01$) and Work environment ($r=.819^{**}$, $p < 0.01$) toward job performance. This study concludes that

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CHAPTER 1

INTRODUCTION

This research aims to examine the relationship between motivational factors and job performance. This chapter explain 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 have been conducted at Jabatan Kastam Diraja Malaysia, Kuching Sarawak in the Human Recourse Department.

Background of the Study

The motivational factors are the most essential part in helping 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 organizations goals will be a success.

Therefore, a lot of researcher has been conducted regarding motivational factors and job performance. This study 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.