THE RELATIONSHIP BETWEEN REWARDS SYSTEM AND JOB PERFORMANCE AMONG SUPPORT STAFFS AT HULU SELANGOR DISTRICT COUNCIL (MDHS)

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AUTHOR'S DECLARATION

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"DECLARATION OF ORIGINAL WORK"

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ABSTRACT

Organizations are developing the skills and interest in the effective ways of the management towards employees which is to give them experiences in the workplace. The purpose of conducted this study is to determine the relationship between rewards system and job performance among support staffs at Hulu Selangor District Council (MDHS). Theory used in this study from Herzberg's Motivation-Hygiene Theory to identify which from extrinsic rewards are working condition, salary and performance bonuses while from intrinsic rewards are recognition and promotion that affected job performance. Convenience sampling technique was chosen and the data was obtained from questionnaires that has been distributed among support staffs at MDHS. From 108 questionnaires distributed, all the questionnaires were returned back and usable. Based on five independent variables, the results showed that salary was the most significant factor with strong relationship affected job performance while promotion was the least significant among five independent variables with moderate relationship towards job performance which in MDHS, the support staffs' performance were not really affected by promotion. The limitations and recommendation to the management, employees and also the future researchers had also been discussed in this study.

TABLE OF CONTENTS

Page

CHAPTER 1

INTRODUCTION

BACKGROUND OF THE STUDY

Productivity level among employees can be measured through their job performance. According to Armstrong (2006), job performance among employees plays an important role in delivering sustained success to organizations. Employee performance actually helps the organization to develop and enhance their productivity and creativity. Therefore, job performances indicate how the employees can achieved the organization's mission and visions. There are several factors that influence the performance of the employee including motivation. According to Herzberg's Motivation-Hygiene Theory (1968), the two main factors are extrinsic and intrinsic rewards. Extrinsic rewards refer to financial rewards such as working conditions, salary and performance bonuses, while intrinsic rewards are non-financial rewards such as employee recognition, and promotion. Most of the study clearly proved that by applying reward system will give higher retention rates productivity and job performance of employees (Ajmal, Bashir, Abrar, Khan, & Saqib, 2015). Therefore, the management should treat the employees in good manner to encourage the employees to perform well in completing their tasks within the organization. For instance, the good service from management to the employees can improve their