

THE RELATIONSHIP BETWEEN ATTITUDE AND JOB PERFORMANCE
AMONG STAFFS IN UNIVERSITY MALAYSIA SARAWAK (UNIMAS)
KOTA SAMARAHAN, KUCHING SARAWAK

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Hereby, declare that:

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

This research was conducted to study the relationship between attitude and job performance at Undergraduate Division and Chancellery in University Malaysia Sarawak (UNIMAS). The objective of this study to find out the relationship between three component of attitude with job performance which are affective, behavioral and cognitive. In this study, it involved 74 staffs of Undergraduate Division and Chancellery Department. The data collection was clean and analyzed using SPSS Version 22. Research design of this study was used correlational research that examines the relationship between variables without any concern to cause-and-effect. The researcher used quantitative research that look for the relation between attitude and job performance. For sampling technique the study used convenience sampling and sampling frame is list name of employees in UNIMAS, Kota Samarahan. Other than that, the instrument for this study was used a questionnaires. In addition, this study using Pearson correlation to conducted in order to find out the relationship between attitude and job performance. Based on the findings, the result of this study indicated that there are two component of attitude have a strong correlation with job performance which is affective and cognitive. The result shows that these two variables have a significant impact on job performance. Meanwhile, for behavioral component illustrated a weak correlation with job performance and

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CHAPTER 1

INTRODUCTION

Background of the Study

Attitude is an individual's like or dislike for any behavior as stated by Ahmad (2010) adapted from Mowday, Porter, and Steers (1982). Based on the statement, attitudes also can be either positive or negative feelings toward things or situation as stated by Sereno (2012). Positives attitudes of employees can lead to a better job performance. Besides, how individuals perform their work is depending on the feelings about being in the organization. Thus, the attitudes and behaviour of an employee's become important drivers of an organization's success in order to achieve the goals, mission and vision of an organization.

Next is a job performance whereas can be defining as an employee's productivity and the combination of efforts, skills and results obtained and is critical for both employees and enterprises (Chen, 2014). Other than that, as suggested by Borman and Motowidlo (1993), job performance can be divided into two dimensions which are task performance and contextual performance. Task performance can be defined as an effectiveness of an employee's performing the activities that are formally part of the task that can contribute to the organization's technical core. Plus, performance referred to those behaviours that maintained the social environment in