

THE DETERMINANTS OF EMPLOYEE'S JOB PERFORMANCE:
A RESEARCH STUDY AT JABATAN PERKHIDMATAN AWAM (JPA),
CYBERJAYA

AQEELAH BINTI MUHAMAD SHAHAL

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA

2014

ABSTRACT

The purpose of this research study was to identify the determinants of employee's job performance at Jabatan Perkhidmatan Awam (JPA), Cyberjaya. The three (3) determinants that were studied in order to see the affecting factors of employee's job performance were selection, training and compensation and benefits. The overall objectives of the study were to identify the determinants of employee's job performance, the relationship between selection, training and compensation and benefits toward employee's job performance and the most influential determinant of employee's job performance at Jabatan Perkhidmatan Awam (JPA), Cyberjaya. Data were gathered from questionnaires which were distributed to 120 employees that were affected by the selection, training and compensation and benefits practices at Jabatan Perkhidmatan Awam (JPA), Cyberjaya. The data collected were analyzed using Statistical Package for Social Science (SPSS) software version 20, and were further analyzed using frequency analysis, reliability analysis, correlation analysis and descriptive statistic analysis. The findings obtained from the research study suggest that all of the independent variables (selection, training and compensation and benefits) have a moderate correlation and a substantial positive relationship with employee's job performance at Jabatan Perkhidmatan Awam (JPA), Cyberjaya, with training being the most influential determinant. Based from the results obtained, the researcher suggested some recommendations to serve as guidelines for future plan and decision making ideas in improving the employee's job performance in Jabatan Perkhidmatan Awam (JPA), Cyberjaya.

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful.

Alhamdulillah, all praises to Allah for the strengths and His blessing in completing this research study. First and foremost, I would like to take this opportunity to express my profound gratitude and deep regards to my supervisor, Madam Nik Sarina Binti Nik Mohd Salleh, who has the attitude and the substance of a genius: she continually and convincingly conveyed a spirit of adventure in regard to research, and an excitement in regard to teaching. Without her guidance and persistent help, this research study would not have been possible.

I would also like to take this opportunity to express a deep sense of gratitude to my supervisor at Jabatan Perkhidmatan Awam (JPA), Cyberjaya, Madam Nazian Hanim Binti Rahim, for providing me with a good environment and facilities to complete this research study. I would like to acknowledge and thank her for the cordial support, valuable information and guidance, which helped me in completing this research study through various stages.

An honorable mention also dedicated to the employees of The Psychological Management Division at Jabatan Perkhidmatan Awam (JPA), Cyberjaya, for the valuable information provided by them in their respective fields. I am grateful for their cooperation, understandings and supports during the period of my internship. Without helps of the kind assistance of all parties mentioned above, I may not be able to complete my research study successfully.

My sincere thanks also goes to my group members: Nursyafinaz, Hannah Hamizah, and Farah Syamimi who generously gave their time to offer valuable comments toward improving my work and provided me with constructive criticism which helped me develop a broader perspective to my research study.

Most importantly, none of this would have been possible without the love and patience of my family. Not only did they proofread my text and read it for the content, they were constantly there to help me when I didn't think I could continue. Their support and encouragement was in the end what made this research study possible. My parents receive my deepest gratitude and love for their dedication and the many years of support during my studies that provided the foundation for this research study.

CHAPTER 1

RESEARCH BACKGROUND

Background of the Study

According to Ahmad (2003), human resource can be defined as a set of distinct but interrelated activities, function and processes that involve attracting, developing and maintaining (or disposing of) a firm's human resources. Human resource is considered the most important asset in an organization (Ahmad and Schroeder, 2002). On the other hand, human resource management is defined as a key activities and strategies that focus on managing employees of all levels in an organization in order to achieve organizational mission and vision (Byars and Rue, 2006).

Human resource practices include practices such as selection, training, performance appraisal, career planning, compensation, employee participation and job definition. In today's dot com world, we are living in an era where the business world has become a village and the business organizations are facing cutthroat competition from around the globe. One of a source of competitive advantage for any business is its human resources.