

FACTORS THAT INFLUENCE EMPLOYEES WORK PERFORMANCE

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ABSTRACT

Organization can measure the successful of work procedures by look their work performance level of employees. Good employee's performance can give big impact on company. Therefore, employer responsible to ensure their employees work performance was performed well. Hence, this research is to examine factors that influence employees work performance. This research was assesses with four factors, which are financial reward, workplace environment, training, and supervisor support. Moreover, the objective of this research are to know what are the factors that influence employees work performance and to identify the main factors that influence employees work performance, In addition, 30 of respondents on administration of student affair division at UiTM Puncak Alam Selangor were selected to answer the questionnaires. Data from questionnaires feedback was managed by using Statistical Package for Social Sciences (SPSS). Data and results were presented by using frequency analysis, descriptive analysis, and reliability analysis. Furthermore, after conducting this research, the finding was indicated that financial reward, workplace environment, training, and supervisor support was influence employees work performance while, main factor that influence work performance is workplace environment. Some recommendations have been proposed at the end of this research.

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CHAPTER 1

INTRODUCTION

Nowadays, changing in new transformation and standards of living was making the organization to come out with new improvement to maintain and increase their work performance level. Therefore, many company state the target for the performance achievement in their organization. This study is aimed to examine the factors that influence employees work performance. This study approached four factors that influence employees work performance which are financial rewards, workplace environment, training and supervisor support.

Background of the Study

The main objective of this research is to identify the main factor that influence employees work performance at the organization. The respondents that have been chosen are from UiTM Puncak Alam Selangor. This research is conduct within four month. Reward system is usually designed by top management. They design the reward system based on their own perception without consulting employees at the lower level. Rewards and recognition designed may not be able to satisfy employees' needs and expectation. Thus employees are not willing to change their behavior because they feel that their contributions are not well recognized by the organization. As a result, the reward system

At the same time, the workplace environment can bring huge impact to the worker to the extent that it can directly or indirectly affect their attitude and behavior while performing the job. Employers should ensure that a comfortable environment is provided is not able to influence employee's behavior to a better way and it fails to encourage them to achieve a higher performance (Ong & Teh, 2012).for their employees to work optimally so as to allow them to give their best contribution to the organization (Boon, Fern, Sze, & Yean, 2012).

According to Appiah (2010) current educational systems, do not necessarily impart specific knowledge for specific job positions in organizations. As a result of this, the labour force comprises of few people with the right skills, knowledge and competencies needed for positions in the job market. There is therefore the need for extensive external training for human resources to be able to improve and also contribute to the productivity of organizations.

Co-worker support has received an increasing amount of attention recently due to the positive effects it can have in the workplace. It can increase job satisfaction and has been found to help reduce work stress (Bateman, 2009). Therefore, many company state the target for the performance achievement in their organization. This mean the study is to investigate whether four factors of financial rewards, workplace environment, training and supervisor support can affect employees work performance in that company.