

**MOTIVATION AND EMPLOYEES' PERFORMANCE: A STUDY
CONDUCTED AT PEJABAT TANAH DAN DAERAH DUNGUN**

**Prepared for:
WAN ZUHAILA BINTI WAN ABD. RAHMAN**

**Prepared by:
HASNATUL HAFIZA BINTI MOHAMAD ROWI (2006837962)
NUR SHAHANEEM BINTI CHE MUSA (2006837804)**

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY**

APRIL 2009

ACKNOWLEDGEMENT

Assalamualaikum.....

First of all, we would like to thank Prof. Baharom Bin Abdul Rahman, a lecturer of Issues in Administrative Management (OSM 651). We also would like to thank Cik Wan Zuhaila Binti Abd. Rahman, our supervisor for giving us opportunity to finish up the final report of this research. Every guidelines and advice that has been given by them help us much in order to complete the report.

Moreover, we also would like to thank Encik Wan Zulkifli Bin Wan Dati from Pejabat Daerah and Encik Azmi Bin Salim from Pejabat Tanah for giving us permission and cooperation in distributing the questionnaires. We also would like to thank to all employees who are answered the questionnaires.

Thank you.

ABSTRACT

This research is about the factors of motivation that affect employees' performance at Pejabat Daerah dan Tanah Dungun. The purpose of this research is to examine the relationship between different components of motivation with employees' performance. Three variables have been used as the factors. They are reward, communication and workspace. The researchers have chose employees at Pejabat Daerah dan Tanah Dungun as the respondents. The target population was 166 employees but from 166 employees, the researchers have chosen 113 employees as the sample size. This type of research was correlational research. And the sampling technique that has been used was stratified sampling. The finding of this research has been analyzed by using SPSS.

TABLE OF CONTENTS

		Page
Acknowledgement		i
Abstract		ii
List of Tables		v
List of Figures		vi
1.0	Chapter 1: Introduction	2
	1.1 Background of the study.....	2-3
	1.2 Statement of problem.....	3
	1.3 Research objectives.....	4
	1.4 Research questions.....	4
	1.5 Hypotheses.....	4
	1.6 Significance of the study.....	5-6
	1.7 Definitions of keywords.....	6-7
2.0	Chapter 2: Literature Review	9-13
3.0	Chapter 3: Methodology	15
	Theoretical framework.....	15
	3.1 Research design.....	15
	3.2 Sampling frame.....	15
	3.3 Population.....	16
	3.4 Sampling technique.....	16
	3.5 Sample size.....	17
	3.6 Unit of analysis.....	17
	3.7 Instrument.....	18
	3.8 Validity of instrument.....	18
	3.9 Data Collection procedures.....	18
	3.10 Plan for data analysis.....	18
4.0	Chapter 4: Findings	20
	4.1 Section A: Demographic.....	20-30
	4.2 Section B: Reward.....	31-39
	4.3 Section C: Communication.....	40-48
	4.4 Section D: Workspace.....	49-57
	4.5 Section E: Performance.....	58-67
	4.6 Regression.....	68-71
5.0	Chapter 5: Discussion	73
	5.1 Section A: Demographic.....	73-74
	5.2 Section B: Reward.....	74-77
	5.3 Section C: Communication.....	77-79

5.4	Section D: Workspace.....	80-82
5.5	Section E: Performance.....	82-84
5.6	Regression.....	85- 86
5.7	Limitations.....	87-88
	Recommendations.....	89
	Conclusion.....	90
	References.....	91-92
	Appendices.....	A1, A2