



اَوْنُوْرَسِيْتِي تِيْكَنُوْلُوْجِي مَارَا
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**THE IMPACT OF REWARDS, WORK ENVIRONMENT
AND TRAINING TOWARDS EMPLOYEES'
MOTIVATION AT MALACCA CITY COUNCIL**

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ABSTRACT

Every organization is competing to survive in this ever-increasingly challenging market environment and a group of excellent, talented as well as productive human capital is needed within the organization. Thus, it is crucial for them to motivate the employees by providing them with good salary, remuneration or other benefits. However, there are still a number of them who lack of motivation in doing their tasks or job. Therefore, this research was done to identify the relationship between training, work environment and rewards towards employees' motivation in Malacca City Council. 100 responses were obtained from the questionnaires distributed within the organization. The results of this study shows that the relationship between training, work environment and rewards towards employees' motivation is significantly positive.

TABLE OF CONTENTS

	Page
Abstract	iii
Acknowledgements	iv
Table of Contents	V
List of Figures	Vii
List of Tables	Viii
CHAPTER 1: INTRODUCTION	
1.1 Background of study	1
1.2 Problem of statement	2
1.3 Research objectives	3
1.4 Research questions	4
1.5 Significance of study	4
1.5.1 Benefits towards top management	4
1.5.2 Benefits towards employees	5
1.5.3 Benefits towards researchers	5
1.6 Scope and limitations of study	5
CHAPTER 2: LITERATURE REVIEW	
2.1 Overview	7
2.2 Motivation	7
2.3 Reward	11
2.4 Work environment	13
2.5 Training	15
2.6 Conceptual framework	18
2.7 Hypothesis statement	19
CHAPTER 3: RESEARCH METHODOLOGY	
3.1 Overview	20
3.2 Research design	20
3.3 Population	21
3.4 Sampling technique	21
3.5 Sampling size	22
3.6 Units of analysis	23
3.7 Instruments	23
3.7.1 Section A	23
3.7.2 Section B	24
3.7.3 Section C	24
3.7.4 Validity of Instruments	24
3.8 Data Collection Method	24
3.8.1 Primary data	24
3.8.2 Secondary Data	25

CHAPTER 1

INTRODUCTION

1.1 Background of study

According to Baron (1983), motivation is described as a compilation of different processes which affect and direct our behavior to achieve some specific goals. Thus, employees' motivation to work is psychological processes which direct, energize and maintain actions towards a job, task and role of project (Kanfer, 1990). Willie (2014) stated that motivation is important for organizations to function well and the absence of motivation among employees will lead to the decreasing in company's performance and efficiency. In addition, employees' motivation to work is also defined as employees' aspiration to work for the public interest (Perry and Wise, 1990). They cover the intention of employees into the public sector who desire to do good for others as well as shaping the well-being of society (Perry and Hondegghem, 2008).

Clark (2003) stated that work motivation is important in influencing people to maximize thinking, enthusiasm and determine a person's positive and negative emotional reactions. Clark added that motivation enhance mental effort that leads employees to apply their knowledge and skills into work. In other words, motivation is vital in everyday life as the absence of motivation would cause negativities such as in a situation where the most capable person could even refuse to work hard due to lack of motivation.

According to Mahazril'Ainiet *al.* (2012), an organization needs a wide variety of excellent, talented and productive human capital in order to survive. Regarding this

CHAPTER 2

LITERATURE REVIEW

2.1 Overview

This chapter will describe and explain the motivational factors that influence employees motivation that are relevant in the field of motivation and necessary to facilitate analysis and understanding the research question. It will also may be useful to conceptualise the term work environment, reward and training toward employee motivation.

2.2 Motivation

According to Lin (2007), motivation is the effort that makes a person choose a particular job, work hard and stay loyal with the job. Besides that, motivation can be defined as a stimulus within a person which drives the person to do something beyond the target level in order to fulfill some needs and expectations (Mullins, 2007). According to Ajila and Abiola (2004), motivation can be either intrinsic or extrinsic. Intrinsic motivation originates from motivations that are natural in the occupation itself and which the individual appreciates as an aftereffect of effectively finishing the assignment or achieving the objectives. Ajila and Abiola added that extrinsic motivation are those that are outside to the errand of the employment, for example, pay, work condition, incidental advantages, security, advancement, contract of administration, the workplace and states of work.

An intinsically roused individual, as indicated by Ajila (1997) will focused on their work to the degree to which the occupation naturally contains undertakings that are