



اَوْنُوْرَسِيْتِي تِيْكَنُوْلُوْجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

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

SYED MUHAMMAD BIN SYED HASAN ALKAP

2013493494

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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.

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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 Hondeghem, 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