



UNIVERSITI TEKNOLOGI MARA

**THE RELATIONSHIP BETWEEN EMPLOYEE
MOTIVATION AND JOB PERFORMANCE AMONG
SUPPORT STAFF AT LUNDU DISTRICT COUNCIL**

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ABSTRACT

Employee motivation is very important to improve their job performance in the organization nowadays. It is an important element to the organization because motivated employees can improve their skills and can fulfill their needs by performing better job for their organization. The objective of this research is to study the relationship between employee motivation and job performance among support staff of departments in Lundu District Council. This research is using Maslow's Hierarchy of Need Theory as a model to succeeding this research. The researcher only used three level which are individual needs, personal preferences and working environment.

The method that have been used in this research is non-experimental which is used in the correlation research. The correlation is used to help and identify the variables of the relationship between employee motivation and job performance among non-academic staff in the organization. This research is adopting a questionnaire survey from Mohd Said' et. al, (2015) and is being distributed to 100 employees in Lundu District Council. All the Cronbach's Alpha is acceptable and in a good score. Based on the investigation, the relationship between individual needs, personal preferences, working environment and job performance were existing and significant.

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CHAPTER 1

INTRODUCTION

This chapter describes the background of the study, limitations of the study and definitions of terms.

Background of the Study

Job performance is the set of worker activities or an operation used by an employee in order to achieve their desired organizational goals (Amiri, Moghimi & Kazemi, 2010). Job performance is the most essential focus among academician and administrative in higher education sector where the performance level will deteriorate if the motivation level of employee drops. (Ghaffari, Burgoyne, Nazri, Shah, & Salleh, 2011). The qualities of employees influence job performance and the person with high level of motivation will achieve more desired result and success in workplace. Motivation starts with the root word, motive something that causes a person to act.

According to Gredler, Broussard and Garrison (2004) broadly define motivation as the attribute that moves us to do or not to do something (p.106). Motivation is important in the organization as it can boost the morale among the employees in order to achieve their desired goals. This study will be using Maslow's Hierarchy of Needs theory of motivation, (1943) where it is stated that people are motivated to achieve certain needs and that some needs take precedence over others. This theory has five-stage model which includes physiological

CHAPTER 2

LITERATURE REVIEW

Introduction

The purpose of the study is to identify the relationship between employee motivation and job performance. The literature review will focus on what are individual needs, personal preferences, work environment as well as the job performance.

Job Performance

Job performance is major concern for all organizations. There are various job performance factors such as the job itself, the payment, relationship with co-workers, the promotion opportunities, and support from supervisors do affect employee's performance. According to Fisher (2003), better performers are usually the people who are satisfied with their jobs.

A study was done by Mohd Said (2015), between the effect of motivation towards job performance with the total of 169 respondents that been selected from non-academic staff of departments in University Teknologi MARA, Terengganu discover that there is positive relationship between job performance and personal preferences, working environment and individual needs. As for result, it shows that the motivation factors of non-academic staff at UiTMT are come from these three factors as it can boost up their