

FACTORS THAT INFLUENCING EMPLOYEE MOTIVATION TO PERFORM AT  
WORKPLACE

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Submitted in Partial Fulfillment of the  
Requirement for the  
Bachelor of Business Administration with Honours  
(Human Resources Management)

FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA  
KAMPUS BANDARAYA

JULY 2019

## **ACKNOLWEDGEMENT**

I am very much thankful to my thesis advisor Madam Nur Hidayah binti Zaini for her continuous support, suggestion, idea, correction as well as her valuable time for me to complete this thesis from the beginning up to the end of writing. Her guidance, constructive criticism and motivation have contributed immensely in my writing and to the evolution of my idea on the thesis.

Next, I also would like to express my deep sense of gratitude to Puan Syafikah binti Shaari, my supervisor during internship training for her constant supervision as well as continuously provide me with task and experience that exposed me to the real working environment. Her never ended support and advices during internship has provided me much motivation to write this thesis.

Then, my deepest appreciation goes to my family for their motivation, staff at Majlis Perbandaran Alor Gajah and also my friends for their full of support, advices and continuous encouragement, in preparation and completion of this final year project.

Lastly, I would like to extend my utmost appreciation to the fellow respondents for their cooperation as well as openness in sharing their thought and personal information.

## **ABSTRACT**

The purpose of this study was to determine the factors that affect employee motivation to perform at Majlis Perbandaran Alor Gajah (MPAG). The study aimed at determining if pay and reward, achievement and recognition, and, performance appraisal and feedback are effective employee motivators.

This was a case study at workplace which adopted a descriptive research design. In general, a case study focuses on one organization that is selected from the total population of several organizations from a similar industry. The study involved collection of primary data from a sample of 116 employees from various departments of Majlis Perbandaran Alor Gajah

The probability sampling technique of sampling was used in this study by using fill in questionnaires to collect the primary data. The question was presented by the form of statements on a 1-5 Likert scale. The preparation of data from the filled in questionnaires was getting done through editing, coding, transcribing and cleaning. The descriptive data was being analysed by using Statistical Package for Social Scientist (SPSS). Finally, the analyzed data was presented through tables and figures..

This study shows that employees at Majlis Perbandaran Alor Gajah greatly value motivation at their work place and majority agreed that the reward is one way of motivating and hence enhancing their general performance. The respondents agreed that a good salary and compensation package, and a yearly bonus would greatly motivate them in addition to other non-monetary rewards such as gift vouchers and paid vacations for them families. In regard to achievement and recognition as motivating factors, the researcher found out that a very high percentage of respondents greatly value these motivators and especially when done publicly or in the presence of their colleagues. Finally, in regard to performance appraisals and feedback, findings showed that of the total respondents, majority agreed that receiving timely feedback on their performance appraisals would greatly motivate them with those that have had this experience saying that this has motivated and improved their work performance since they were able to identify their strengths and weaknesses. However, several of the respondents raised concern that they did not receive timely feedback on their appraisals and that the same were not used for promotion as expected.

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