



UNIVERSITI TEKNOLOGI MARA

THE RELATIONSHIP BETWEEN MOTIVATIONAL FACTORS AND JOB  
PERFORMANCE AMONG EMPLOYEES AT POLITEKNIK KUCHING,  
SARAWAK

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## ABSTRACT

Motivation plays an important role in all organizations either public or private firms. Without motivating the employees, organizations cannot run and cannot achieve their goals. The aim of this study is to have better understanding on motivational factors of employee and their job performance. The independent variables in this study are motivational factors namely promotion, salary, and job security. Thus, the dependent variable is job performance.

To study about the motivation, theory of Maslow's Need Hierarchy and Herzberg's Two-Factor theory were used as the basis for this study because both theories are similarly which concerned with individual needs and goals, and disconnected to employee motivation and job performance.

The research question has been answered by the findings showed that there is a positive relationship between motivational factors (salary, promotion, and job security) and job performance among employees in Politeknik Kuching, Sarawak. The employees feel more motivated if they are satisfied with their jobs and rewards provided by the organization and then can increase and improve their job performance.

Due to the findings all independent variables that showed positive significant relationship affected employee performance. Several recommendations are given in this study such as giving the best motivation to employee, add another data collection method and change or increase the population. The future researcher also can conduct the study at different places to seek the different data and results from another respondent.

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## TABLE OF CONTENTS

	Page
AUTHOR’S DECLARATION.....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES.....	vi
LIST OF FIGURES.....	vii
LIST OF APPENDICES.....	viii
CHAPTER 1.....	1
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	3
Research Objective.....	4
Research Question.....	4
Significance of the Study.....	4
Limitations of the Study.....	5
Definition of Terms.....	5
CHAPTER 2.....	8
LITERATURE REVIEW.....	8
Maslow’s Hierarchy of Needs Theory.....	14
Herzberg’s Two-Factor Theory.....	16
Conceptual Framework.....	20

## **CHAPTER 1**

### **INTRODUCTION**

Chapter 1 covered on the background of study to understand the concepts of relationship between motivation (independent variables) and the job performance (dependent variable) at Politeknik Kuching, Sarawak. Next section, the problem statement, it identify any problem that occurs in the organization. This research will followed by the research objective, research question, significant of study and limitation of study. Therefore, a different type of variable had been stated to determine whether it affects employees' job performance which consists of three primary variables such as salary, promotion and job security. A brief discussion of this study was provided to elaborate more on the factors that affects job performance among the employees. Hence, this research was conducted to observe the relationship between motivation and job performance among employees in order to find out the findings or outcome of this research.

#### **Background of the Study**

In today's organization, Malaysia has facing many challenges due to the change of working environment. Job performance efficiency of an organization reflects on the good reputation of the organization. There are many factors contributed to high job performance; one of them is motivation, Sekhar (2013).