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LETTER OF TRANSMITTAL

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13 MARCH 2002

Dear Sir,

**Submission of Project-Paper**

I, Suliyany Binti Saleh (I/C Number : \_\_\_\_\_) hereby submitting a research project entitled "The Impact Of Feedback On Performance And Motivation In Sport Organization". This research is completed in relation to fulfilling the final semester requirement of Bachelor of Sports Management (Hons).

It is duly declared that this work has not previously been accepted in substance for any degrees, locally or overseas, and is not being concurrently submitted for this degree or any other degrees. This project-paper is also the result of my independent work and investigation. All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

It is my great hope that this work is given due consideration and attention. I pray to the Almighty to grant all of us His mercy and benevolence. Thank you for your wisdom.

Yours truly,

(SULIYANY BINTI SALEH)

## **ACKNOWLEDGEMENT**

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Finally, my gratitude goes to my mother, and all my family members for giving me inspiration, encouragement and support. Your help make this research possible.

Without the assistance of all these individuals, this research could not have been successful.

To all and many more, thank you. May Allah Bless You All.

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## **ABSTRACT**

The present research was designed to use an expectancy-theory framework to determine the role of performance feedback in the prediction of motivation and job performance. The frequency of positive and negative feedback from managers, co-workers and temporary workers was hypothesized to make a significant independent contribution to the prediction of manager-rated performance. The relationships among feedback, the components of motivation and performance were examined in a sample of staff Sport Development and Facilities Division under the Petaling Jaya Municipal Council. Results of frequency indicated that positive feedback served as an independent predictor of performance. Positive feedback from co-workers, temporary workers and managers were differentially related to the instrumentality, motivation, role perception and performance.

This research is conducted based on the impact of feedback on performance and motivation in sport organization. The feedback will be the independent variable and sport organization are the dependent variable. This research will look upon the most appropriate and related models available to utilize in the results and to adapt it in the environment of sample subject. At the same time the combination of theory and model would attempt to verify the relationship of variables.

The questionnaires will be distributed to the random respondents at Sport Development and Facilities Division. The research design that will be used in this study is the descriptive method. The tools that will be used to collect the data and information is by using