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Effect of Reward Toward Job Performances Among Employees in Decathlon Petaling Jaya Branch



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Abstract | Performance is critical to organizational success, with efficient employee performance being paramount. Reward systems are an essential component of institutions, fostering reliable performance and behaviour to achieve greater success. This research study examines the impact of rewards on job performance among employees at the Decathlon Petaling Jaya Branch. Utilizing a quantitative methodology, the study employs a survey approach to gather data from employees. The objectives include identifying the types of rewards provided, analyzing job performance, and exploring the relationship between rewards and job performance. The findings indicate a positive correlation between rewards—such as medical aid, bonuses, profit-sharing, and incentives—and employee job performance. However, variations were observed in respondents' perceptions of the adequacy and effectiveness of these rewards. Additionally, the study highlights employees' proactive approaches to task management and timely completion, reflecting a positive work ethic. The conclusions emphasize the crucial role of effective reward systems in enhancing employee job performance and organizational productivity. The study recommends that managers and leaders in the sports retail industry refine and optimize their reward systems to better meet their employees' diverse needs and expectations, thereby contributing to improved job performance and organizational success.

Keywords: *Reward, job performances, sport retailers, employee.*

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I. INTRODUCTION

Organizational success is contingent upon employee performance, which is influenced by a variety of factors, including workplace conditions, employee relations, training, job security, salary, and rewards [1] [6]. Human Resource Management (HRM) employs effective reward systems to attract, retain, and motivate employees, all while ensuring compliance with labour laws [10] [11]. Nevertheless, organisations such as Decathlon are confronted with the challenge of meeting the increasingly high expectations of their employees for both monetary and non-monetary rewards. This can result in decreased motivation, disenchantment, and decreased productivity [2]. The purpose of this investigation is to investigate the influence of rewards on job performance at Decathlon Petaling Jaya, considering the diverse levels of employee satisfaction.

II. METHODS

The study used a quantitative method, surveying 36 employees at Decathlon Petaling Jaya and analysing the results using IBM SPSS Statistics Version 27. The questionnaire, chosen for its ease of use, was limited to individuals with recent performance assessments and familiarity with the reward system, eliminating those who had just been disciplined or were on vacation. It had three sections: demographic information, awareness of the incentive structure (with 19 items from [4] study on a 5-point Likert scale), and job performance as judged by the Individual Work Performance Questionnaire (IWPQ) [7]. Employee performance and behaviour were evaluated using a 5-point Likert scale, with Cronbach's Alpha scores of 0.76 for rewards and 0.89 for job performance, showing reliability.

III. RESULTS AND DISCUSSION

A study that examined the organization's job performance discovered a robust positive correlation between rewards and individual performance. The results indicated a substantial correlation ($r = 0.89$, $p < 0.05$), indicating that job performance increased with the frequency of rewards (Table 1). This implies that employees who receive greater rewards are more likely to excel in their positions. The results underscore the significance of a well-organised reward system in fostering employee motivation and enhancing their productivity.

TABLE 1
CORRELATION BETWEEN THE REWARD AND JOB PERFORMANCE

		Job Performance
Rewards	Pearson's Correlation	0.89**
	Sig. (2-tailed)	0.001
	<i>N</i>	36

** $p < 0.05$ level (2-tailed)

Rewards and employment performance are intricately linked. It is widely held that the productivity and effectiveness of an employee are influenced by their motivation. For organisations to realise their maximum potential, job performance must be at its highest. The organization's performance is directly influenced by the performance of each employee; therefore, it is imperative to investigate and improve the company's reward administration [3]. It is universally acknowledged that employees who are motivated are more productive [8]. An organization's competitive incentive can result in a substantial improvement in job performance [9]. Employee motivation is significantly and positively influenced by rewards and recognition, which in turn influences job performance [8]. Additionally, the alignment of rewards with performance achievements can foster a high-performance culture and maintain employee engagement [8]. Motivation serves as a mediator in the relationship between job performance and reward management [5]. In conclusion, reward administration that is well-designed has the potential to enhance the performance of employees, increase their job satisfaction, and motivate them.

IV. CONCLUSIONS

Research at the Decathlon Shah Alam branch provides valuable insights into the connection between job performance and compensation. The findings show a strong link between rewards like medical aid, bonuses, and incentives, and employee job performance, though there are areas where rewards could better align with employee needs and expectations. The study also highlights that effective rewards motivate proactive and high-performing employees. These results underscore the importance of refining reward systems to boost morale, job satisfaction, and overall organizational effectiveness. This study not only sheds light on the impact of rewards on job performance but also serves as a useful reference for future research and organizational policymaking in the sports retail industry.

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