

**“MOTIVATIONAL PRACTICES INTRODUCED BY
MAJLIS PERBANDARAN ALOR GAJAH (MPAG)
TOWARDS EMPLOYEES SATISFACTION.”**

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LETTER OF TRANSMITTAL

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Dear Sir,

SUBMISSION OF APPLIED RESEARCH PROJECT PAPER

Attached is the project paper titled “Motivational Practices Introduced by Majlis Perbandaran Alor Gajah (MPAG) Towards Employees Satisfaction” to fulfill the MARA University of Technology requirements are needed by Faculty of Administrative Science & Policy Studies and for the completion of Applied Research (ADM655).

Your kindness to accept this project paper is very much appreciated.

Thank You

Yours sincerely

EMMY YULIANTHY SULEIMAN

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My sincere thanks to ALLAH S.W.T who has given me the extra strength, enthusiasm and spirit to complete my research and project paper. I may regard that this research and project paper incomplete without the assistance of various people that has contributed either directly or indirectly towards achieving my goal. Therefore, I am taking this opportunity to extend my highest appreciation and thankfulness to the following persons

1. En. Mohd. Zulhilmi Mohd. Yunus my research advisor, who has been giving continuous guidance, recommendation and comment in extending his help to accomplish my research and project paper.
2. My special thanks also goes to En. Jamil Bin Jantan as Head Administrative Assistant in Majlis Perbandaran Alor Gajah has extended their co-operation to me endlessly while gathering the required data for my research.

Lastly, I would like to express my high gratitude to the people who have patiently and sincerely provide me the support mentally and physically all the way in order for me to complete my research study.

ABSTRACT

The purpose of this study is to ascertain and expose the satisfaction of employee regarding the motivational practices in Majlis Perbandaran Alor Gajah (MPAG) and also to suggest the possible solution that can be used to overcome certain problems.

To get insight into this study, the researcher not only went to MPAG to see the real working environment but also conducting a research studies under supervision of En. Mohd. Zulhilmi Mohd. Yunus. The information that researcher received from him, along with input data that collected in the Internet and other sources assisted the researcher to develop questionnaires. Questionnaires are used as data gathering too. Given with time and cost constraint, questionnaires prove to be the most effective method.

In this study, convenience sampling is used. The sample provided to 30 respondents and the data collect period is done within seven days at MPAG itself. The results of this study were tabulated using computer technique especially the SPSS. The package calculated analytical computations such as frequency table and also pie charts which assisted in interpreting and analyzing the result of this study.

The conclusion of this study is outcome from finding and survey. Based on the finding, the researcher found that most of the respondents do response positively to every question asked to them and few of them rejecting to answer, which lead to unavailable increment of data collection period. As a result MPAG have to improve certain aspect regarding their motivational practices in order to satisfy their employees.

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