

FACTORS IN JOB CHARACTERISTICS INFLUENCE
EMPLOYEES' MOTIVATION IN ADMINISTRATION
UNIT OF CHIEF MINISTER DEPARTMENT MALACCA

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ABSTRACT

Purpose - The purpose of this study is to examine the relationships between the factors in job characteristics with the employees' motivation and to examine the factors in job characteristics that influencing employees' motivation.

Methodology - The study used stratified random sampling to select the sample size of respondents from employees in Units of Administration Services at Chief Minister Department of Malacca. Data were collected on a structured questionnaire containing some demographic background of respondents, factors in job characteristics and employees' motivation. Then the data analyzed using descriptive statistical analysis, coefficient of reliability analysis and Pearson Correlation Coefficient analysis.

Findings - Consistent with previous studies related to relationship between factors in job characteristics and employees' motivation, the study showed that all the factors in job characteristics (skill variety, task identity, task significance, job autonomy and feedback) have a positive significant relationship with employees' motivation.

Conclusion - The research has proven that the factors in job characteristics have positive relationship with employees' motivation. However, factor in job characteristics that has the highest relationship with employees' motivation is skill variety. As a conclusion, there is positive relationship between factors in job characteristics with employees' motivation.

Recommendation - It can be recommended that, for the future studies to be conducted at private sector in Malaysia, since, the researcher conducts the study at public sector area.

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CHAPTER I

INTRODUCTION

Background of the Study

Motivation was a set of courses concerned with a kind of strength that boosts performance and directs towards accomplishing certain targets (Kalimullah et al., 2010; Quratul-Ain, 2011). Employees' individual performance has a significant impact on the organizational performance. Therefore, managers always try to find ways to stimulate their employees' work motivation (Wood *et al.*, 1994; Fang Yang, 2011). This are supported by Rutherford (1990) in Quratul-Ain (2011) reported that motivation formulates an organization more successful because motivated employees are constantly looking for improved practices to do a work, so it was essential for organizations to encourage motivation of their employees (Kalimullah, 2010 ; Quratul-Ain, 2011).

In order to help managers to effectively motivate their employees, a large amount of research has been conducted to identify the factors which can motivate employees. Therefore, Ross (1998) in Fang Yang (2011) stated that several versions of a motivation theory were generated in the nineteenth century and Job Design Theory proposed by Hackman and Oldham in 1980 was used in this research. This theory supposes that the task itself, which refers to internal factors, it was a key to employee's work motivation (RamIall, 2004; Fang Yang, 2011). It reports that the employees can be motivated