



**A STUDY ON THE RELATIONSHIP BETWEEN JOB  
CHARACTERISTICS AND LEVEL OF MOTIVATION  
AMONG SUPPORT STAFF UiTM SABAH**

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## TABLE OF CONTENTS

CONTENT	PAGE
Acknowledgement	iii
List of Tables	vii - xi
List of Figures	xi
Table of Contents	iv - vi
Abstract	
<b>CHAPTER 1: INTRODUCTION</b>	<b>1 - 13</b>
1.0 Background of Study	1 - 5
1.1 Problem Statement	5 - 7
1.2 Research Objectives	7
1.3 Research Questions	8
1.4 Research Hypotheses	8
1.5 Significance of the Study	9
1.6 Limitations of the Study	9
1.7 Definition of Terms	10
1.7.1 <i>Job Characteristics Model</i>	10
1.7.2 <i>Motivation</i>	10
1.7.3 <i>Level of Motivation</i>	11
1.7.4 <i>Support Staff</i>	11
1.7.5 <i>Intrinsic Motivation (Internal Motivation)</i>	12
1.7.6 <i>Extrinsic Motivation (External Motivation)</i>	13
<b>CHAPTER 2: LITERATURE REVIEW</b>	<b>14 - 39</b>
2.1 Motivation	15 - 17
2.1.1 <i>Components of Motivation</i>	18 - 20
2.1.2 <i>Motivation Hygiene Theory</i>	17 - 20
2.2 Job Characteristic Model	20 - 22
2.3 Job Characteristics and Motivation	22 - 24
2.4 Level of Motivation	24 - 26
2.5 Intrinsic Motivation and Extrinsic Motivation	26 - 30

2.5.1	<i>Intrinsic Motivation (Internal Motivation)</i>	27 – 28
2.5.2	<i>Extrinsic Motivation (External Motivation)</i>	28 - 30
2.6	Staff Categories	30 – 31
2.7	Independent Variable	32 - 37
2.7.1	<i>Skill Variety</i>	32
2.7.2	<i>Task Identity</i>	33
2.7.3	<i>Task Significance</i>	34
2.7.4	<i>Autonomy</i>	34 - 35
2.7.5	<i>Feedback</i>	35
2.7.6	<i>Job Characteristics Theory</i>	35 -37
2.8	Dependent Variable	37 - 39
<b>CHAPTER 3:</b>	<b>RESEARCH METHODOLOGY</b>	<b>40 - 51</b>
3.0	Introduction	40
3.1	Research Design	40 - 41
3.1.1	<i>Type of Investigation</i>	40 – 41
3.1.2	<i>Extent of Researcher Interference</i>	41
3.1.3	<i>Study Setting</i>	41
3.2	Sampling Frame	41
3.3	Population	41
3.4	Sample Size	42
3.5	Sampling Technique	42 - 47
3.5.1	<i>Unit of Analysis</i>	43
3.5.2	<i>Instrument</i>	44 - 45
3.5.3	<i>Measurement</i>	46 – 47
3.5.4	<i>Development of Questionnaires</i>	47
3.6	Validity of Instrument	48
3.7	Data Collection Procedures	48
3.8	Data Analysis	49 - 51

## **ABSTRACT**

The aim of this paper is to gain insight into job characteristics dimensions that enhance level of motivation among support staff in UiTM Sabah. Assessment was made whether support staff's job characteristics in higher educational institution, influence their level of motivation. Analysis was conducted to measure level of motivation among support staff categories and the types of job performed. This correlational study used disproportionate stratified random sampling technique. The data was collected by distributing survey questionnaires to 155 support staff and the questionnaires were analyzed using SPSS version 20.0. The results showed that job characteristics dimensions positively influence support staffs' level of motivation. Generally, UiTM Sabah support staff are moderately motivated and they are motivated with the extrinsic factors more than the intrinsic factors. The findings of this study are limited to the population of support staff ranging from Group Support Grade B, Grade C and Grade D in UiTM Sabah only. It is recommended that the top management provide more job enrichment as well as conduct more trainings and development programs for the benefit of the support staff. There is also an urgent need to revise the employees' job description in order to resolve task delegation's issue. The top management of UiTM Sabah may use these findings in attracting potential employees, retaining quality support staff and continuously motivating them.