



**FACTORS THAT IMPROVE AND MAINTAIN PUBLIC SERVANTS  
MOTIVATION:  
A STUDY OF JABATAN KETUA MENTERI MELAKA (JKMM)**

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**UNIVERSITI TEKNOLOGI MARA**

**KAMPUS BANDARAYA MELAKA**

**JANUARY 2014**

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**Submitted in Partial Fulfillment of the  
Requirement for the  
Bachelor of Human Resources Management**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA**

**JANUARY 2014**

## LETTER OF SUBMISSION

Date: 31<sup>st</sup> December 2014

Program Coordinator  
Bachelor of Business Administration (Hons.) HRM  
Faculty of Business Management  
Universiti Teknologi Mara  
Kampus Bandaraya Melaka

Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER (HRM 663)**

Enclosed here is the research entitled “**FACTORS THAT IMPROVE AND MAINTAIN PUBLIC SERVANTS MOTIVATION: A STUDY OF JABATAN KETUA MENTERI MELAKA (JKMM)**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

I hope this report will fulfill the requirement of Bachelor of Business Administration with Honours and also achieved the objectives of this study.

Thank you.

Yours faithfully  
HAMDAN BIN ABU KASSIM  
2010194783  
BBA (HONS.) HUMAN RESOURCE MANAGEMENT

## DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS HUMAN RESOURCES MANAGEMENT  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”

I, (HAMDAN BIN ABU KASSIM), I/C NUMBER: (870218-04-5199)

Hereby declared that:

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **ABSTRACT**

This study conducted to identify the factors that improve and maintain public servants motivation. The researchers have chosen Jabatan Ketua Menteri Melaka (JKMM) to represent this study. Researchers have listed three variables which are reward and recognition, training and development, and work environment as the independent variables and motivation as the dependent variable. The researchers distributed 70 set of questionnaires to respondents which are Jabatan Ketua Menteri Melaka (JKMM). This study discussed the factors that improve and maintain motivation at Jabatan Ketua Menteri Melaka (JKMM) and those factors will be the outcome of this study. The finding and analysis were made based on Statistical Package for Social Science (SPSS) version 20.0 to analyze the data. The finding of this study proves that the reward and recognition, training and development, and work environment can positively to improve and maintain motivation. Training and development appear to be the most influenced factor towards employee motivation in Jabatan Ketua Menteri Melaka (JKMM).