

UNIVERSITI TEKNOLOGI MARA

**THE RELATIONSHIP BETWEEN
REWARDS, RECOGNITIONS AND
PERFORMANCES WITH
MOTIVATION AT SOCIAL
WELFARE DEPARTMENT IN
KUCHING**

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Dissertation submitted in partial fulfillment
of the requirements for the degree of
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I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

The lack of motivation among civil servant in the public service is becoming crucial nowadays. One of the problems is increasing of the tasks which is cannot be simply solved. We need to know what factors that affected their motivation at the workplace. For better understanding of the motivation factors, a study is carried out. This study is based on data obtained from survey questionnaire among the civil servant at Department of Social Welfare Malaysia (Kuching) regarding the rewards, recognitions and performances with motivation. The data was analysed to determine the relationship of rewards, recognitions and performances with motivation among the civil servant and also which factor is most affected. The result shows that recognitions are the dominant factor that affects civil servants' motivation at Department of Social Welfare Malaysia (Kuching). Between rewards and civil servants' motivation there is moderate positive and significant relationship exist, while between recognitions and civil servants' there is strong positive and significant relationship exist and the last factor is performances and civil servants' motivation, there is moderate positive and significant relationship exist. Thus, all the factors are associated with higher motivation of civil servant. In conclusion, Department of Social Welfare Malaysia (Kuching) knows which factor is most affected its staff in order to perform their tasks.

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