

# FACTOR INFLUENCE JOB PERFORMANCE OF THE MALAYSIAN IMMIGRATION OFFICERS

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## 1. INTRODUCTION

In this study, the meaning of job performance refers to as defined by Islami, Mulolli, and Mustafa (2018). They consider management success as a planned mechanism with core elements in consensus, evaluation, assistance, input, and constructive strengthening. In addition, Bataineh (2017) highlights job performance as a blend of the productivity and efficiency of everyday activities to fulfill stakeholders' needs. According to Isaac, Abdullah, Ramayah, and Mutahar (2017), workers believe that their Internet implementation helps them improve their mission and acquire training and communication efficiency, leading to enhanced individual and corporate results. While Pawirosumarto, Sarjana, and Gunawan (2017) have on the other side a tide between job output and work climate that includes both physical and non-physical influences for workers that have a positive and vital impact on enhancing employee performance. However, Smith and Bitittc (2017) emphasize enhancing success assessment and performance improvement processes as variables that increase employee involvement. Mensah (2018) often endorse their proposals as a critical success driver for business considered talent management, who are at the heart of our very competitive and volatile business climate of the 21<sup>st</sup> century. Therefore, this study aimed to examine the factors influence of training, reward, and appraisal system on the job performance of Malaysian Immigration Officers.

## 2. METHODOLOGY

A cross-sectional survey methodology was used to gather information to clarify the relationship between the factor influence job performance. The relationships between the independent variable and the dependent variable were analysed using the survey methodology utilizing self-administered organized questionnaires. This study would consist of a broad demographic sample of qualified workers, and a vast amount of data is measured and analysed. A 250 google form questionnaire was distributed to the Immigration officers at the Immigration Department of Malaysia, Putrajaya. To meet this study's aim and develop a comprehensive profile, 250 questionnaires were gathered from the questionnaire sent online. The study has distributed the survey to 250 respondents. After discarding partially completed questionnaires, a total of 208 valid questionnaires were returned with a total useful response rate of (83.2%). From the sample, there is slightly more male represented (52.4%).

### 3. RESULTS AND DISCUSSION

**Table 1: Correlation Results**

Variable		Result	Hypotheses
Training	Pearson Correlation	0.371**	H1 accepted
	Sig. (2-tailed)	0.000	
	N	208	
Reward	Pearson Correlation	0.414**	H2 accepted
	Sig. (2-tailed)	0.000	
	N	208	
Appraisal System	Pearson Correlation	0.411**	H3 accepted
	Sig. (2-tailed)	0.000	
	N	208	

From the table 1, there is a positive relationship between training ( $r=0.371^{**}$ ,  $p=0.000$ ), reward ( $r=0.414^{**}$ ,  $p=0.000$ ), appraisal system ( $r=0.411^{**}$ ,  $p=0.000$ ) on job performance. Therefore, all alternate hypotheses were supported.

### 4. CONCLUSION

In the era of globalization, the public sector has suffered several issues. One of the problems is the changing of the administrative landscape. In this light, the government must establish a comprehensive variety of new programs to fulfill the public's requirements. With these recent changes, the government has developed several initiatives and services to meet the people's demands. The supreme of a department, organization, or government agency would likewise be interested in finding the most effective tactics and formulae in its new policies to meet the wants of every individual. Therefore, to guarantee that each planned strategy is successful, each department's senior management should judiciously spend the government allocation. This needs the full use of human capital in government entities. This study showed, astonishingly, if the idea of an open office used by the Immigration Department of Malaysia delivers the effectiveness and efficacy of organizational environment factors on the performance of the workers and addresses the researchers' always on the performance of the workers and addresses the researchers' always ongoing queries. The findings of this research are to be used as a reference to help Malaysia's Immigration administration or other government agencies improve the working atmosphere and increase staff efficiency.

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