

**FACTORS THAT INFLUENCE EMPLOYEE PERFORMANCE AT
MAJLIS PERBANDARAN SUNGAI PETANI KEDAH (MPSPK)**

**BALKISH NORASOHA BINTI KARIM MOHD
FIFI SHERAFINA BINTI FAZIL**

DECEMBER 2018

DECLARATION

We hereby declare that the work contained in this practical training report is our own except those which have been duly identified and acknowledged. If we are later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Rules and Academic Regulations of Universiti Teknologi MARA (UiTM).

24th December 2018



Balkish Norasoha Binti Karim Mohd

2016534947



Fifi Sherafina Binti Fazil

2016421724

ABSTRACT

Employee performance is an important principle for the successfulness of local governments. It is important as local governments cover up 70% of the population and an important institution in Malaysia. The extent of employee performance in local government will indicate the performance of the employees. Therefore, this study aims to examine the relationship between the factors which include leadership, training, motivation and working environment. A survey was conducted at Majlis Perbandaran Sungai Petani Kedah (MPSPK). The data were collected using a self-administrated questionnaire from 260 respondents using a systematic sampling technique. However, only 155 responses with 60% response rate were deemed suitable for further analysis. The result of this study indicates that there is high extent of employee performance at MPSPK and motivation is the most dominant factor that influences employee performance at MPSPK. This study also shows that all hypothesis on the factors listed were accepted.

Keywords: Employee Performance, The Factors, Leadership, Training, Motivation, Working Environment, Majlis Perbandaran Sungai Petani Kedah (MPSPK)

TABLE OF CONTENT

| | Page |
|-----------------------------|---|
| DECLARATION | i |
| ACKNOWLEDGEMENT | ii |
| ABSTRACT | iii |
| TABLE OF CONTENT | iv |
| LIST OF TABLE | vi |
| LIST OF FIGURE | vii |
| LIST OF ABBREVIATION | viii |
| | |
| CHAPTER I | INTRODUCTION |
| 1.1 | Introduction 1 |
| 1.2 | Background of Study 1 |
| 1.3 | Problem Statement 3 |
| 1.4 | Research Questions 4 |
| 1.5 | Research Objectives 5 |
| 1.6 | Scope of Study 5 |
| 1.7 | Significance of the Study 6 |
| 1.8 | Definition of Terms 6 |
| 1.9 | Conclusion 10 |
| | |
| CHAPTER II | LITERATURE REVIEW |
| 2.1 | Introduction 11 |
| 2.2 | Employee Performance 11 |
| 2.3 | Underlying Theory 13 |
| 2.4 | Other Factors That Influence Employee Performance 14 |
| 2.5 | Independent Variables That Related To Employee Performance 17 |
| 2.6 | Conceptual Framework 34 |
| 2.7 | Hypothesis 37 |
| 2.8 | Conclusion 37 |

| | | |
|--------------------|-------------------------------------|----|
| CHAPTER III | RESEARCH METHODOLOGY | |
| 3.1 | Introduction | 39 |
| 3.2 | Research Method and Research Design | 39 |
| 3.3 | Population and Sample Size | 41 |
| 3.4 | Sampling Technique | 42 |
| 3.5 | Unit of Analysis | 46 |
| 3.6 | Measurement/Operationalization | 46 |
| 3.7 | Data Collection Method | 54 |
| 3.8 | Data Analysis | 57 |
| 3.9 | Pilot Test | 61 |
| 3.10 | Conclusion | 62 |
| | | |
| CHAPTER IV | RESEARCH FINDINGS | |
| 4.1 | Introduction | 63 |
| 4.2 | Demographic of Respondents | 63 |
| 4.3 | Research Finding | 66 |
| 4.4 | Conclusion | 74 |
| | | |
| CHAPTER V | DISCUSSION AND CONCLUSION | |
| 5.1 | Introduction | 75 |
| 5.2 | Evaluation Finding | 75 |
| 5.3 | Limitations of the Study | 83 |
| 5.4 | Recommendations | 83 |
| 5.5 | Recommendation for Future Research | 85 |
| 5.6 | Conclusion | 85 |

REFERENCES