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BOOK OF EXTENDED ABSTRACTS

iVCPPTS 2021

1ST INTERNATIONAL VIRTUAL CONFERENCE ON PUBLIC POLICY AND SOCIAL SCIENCE

iVCPPTS 2021:

**REGIONAL ISSUES IN PUBLIC POLICY
AND SOCIAL SCIENCE
DURING COVID 19 PANDEMIC**

CO-ORGANIZED BY:

**FACULTY OF ADMINISTRATIVE SCIENCE
AND POLICY STUDIES, UTM KEDAH
& FAKULTAS ILMU SOSIAL DAN ILMU POLITIK
UNIVERSITI OF AIRLANGGA (UNAIR)**

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JOB PERFORMANCE AMONG ENFORCEMENT STAFF IN NORTHERN MALAYSIA: A CASE OF JPJ SEBERANG JAYA, PENANG, MALAYSIA

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ABSTRACT INFO

EXTENDED ABSTRACT

Keywords:

Job Performance, Training, Motivation, Working Environment, Enforcement Staff.

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INTRODUCTION

Job performance among employees is very crucial in order to ensure the success of one organization. According to Anitha (2014), job performance is referring to the output achieved, and completion of work made by the employees in every organisation. There are a lot of factors that contribute to job performance, among them are training, motivation and working environment. Various studies conducted stated that those three factors do bring impacts towards job performance of employees. Besides a study by Batau and Mohamed (2016, as cited in Mohamad Nor, Haji Mohamed, Mohamed and Che Hassan, 2020) mentioned that bad working environment, lack of training and no recognition practiced by the public sector are among the reasons why civil servants are not committed in performing their work which resulted in low job performance.

PURPOSE/AIM & BACKGROUND

This paper aims to investigate the extent of job performance and the factors associated with it among the enforcement staff in JPJ Seberang Jaya. Researchers decided to do so as most of the enforcement staff were said to be detached on their job which causes their job performance to be low. Job performance is the responsibility hold by the employees in completing the task following the standard given. There are three factors associated to the job performance in this study which are training, motivation and working environment that are very crucial for every organization in order to succeed and to boost the performance of employees.

METHODOLOGY

The study used a quantitative method that generally obtained through structured questions. The questionnaires were distributed through Google Form to the selected respondents. 50 samples from among the employees in JPJ Seberang Jaya were selected using cluster sampling technique taken from five different departments. Then, the collected data were analysed using a Statistical Package for the Social Science (SPSS).

FINDINGS/RESULTS

For the findings on job performance among the employees, shows that the mean is mostly higher than 3.3800. This shows that the employees are satisfied with their job performance. For the relationship between training and job performance, the results show a strong relationship between the variables ($r = 0.762$, $p = 0.000$, $p < 0.05$). The findings also show there is a strong relationship between motivation and job performance as ($r = 0.815$, $p = 0.000$, $p < 0.05$). For the last variables, the findings shows that ($r = 0.797$, $p = 0.000$, $p < 0.05$). Therefore, all the results show that there is a strong relationship between training, motivation and working environment with job performance among enforcement staff in JPJ Seberang Jaya.

Table 1

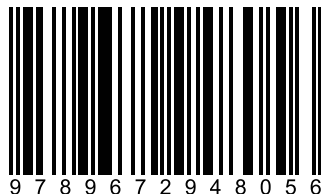
Summary Result of Correlation Coefficient

Variables	r-value	p-value	Relationship
Relationship between training and job performance	0.762	$p = 0.000$, $p < 0.05$	Strong Relationship
Relationship between motivation and job performance	0.815	$p = 0.000$, $p < 0.05$	Strong Relationship
Relationship between working environment and job performance	0.797	$p = 0.000$, $p < 0.05$	Strong Relationship

CONCLUSIONS

As a conclusion, all three independent variables, which are training, motivation and working environment strongly influence the job performance among employees at JPJ Seberang Jaya. Many researchers have studied and proven that these three independent variables are able to give high impact to job performance. The findings hopefully can highlight to the management of JPJ Seberang Jaya, to act and create more activities and plans that are able to enhance the training, motivation and working environment for their staff since all those factors contribute to an excellent job performance at this agency.

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