

THE RELATIONSHIP BETWEEN THE REWARD SYSTEMS AND
THE JOB PERFORMANCE AMONG SUPPORT STAFF AT
JABATAN TENAGA KERJA (JTK), KUCHING

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“DECLARATION OF ORIGINAL WORK”

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ABSTRACT

The main purpose of this research conducted was to study whether is there any relationship between reward systems and the job performance among support staff in Jabatan Tenaga Kerja (JTK), Kuching. Employees performance was an issue for every organization for furtherance their objectives. Different in employees' performance rate was agitating the organization in achieving their target. The need for employees to enhance their performance level was very crucial. Therefore, reward systems have been introduced to be applying by the organization. There are two types of reward systems which is extrinsic and intrinsic. Reward system components used in this research was the recognition, promotion, salary and performance- based pay. The convenience sampling was used as the sampling method. The 86 sample size was determined by using the Krecjie and Morgan table. Next, questionnaire used as a data collection method and 110 set was distributed at Jabatan Tenaga Kerja (JTK), Kuching. From this research, it shows that both extrinsic and intrinsic reward does have relationship with employees' performance. However, it shows different levels of relationship between all reward component whereby salary and performance- based pay with a high, positive and significance relationship with the employees job performance with correlation coefficient value $r = .658^{**}$, $p < 0.01$ and $r = .603^{**}$, $p < 0.01$, while recognition and promotion with moderate, positive and significance relationship where the correlation coefficient value was $r = .350^{**}$, $p < 0.001$ and 3.27^{**} , $p < 0.01$. Therefore, this study concluded that there is relationship between the reward systems and the employees' job performance.

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CHAPTER 1

INTRODUCTION

This section describes in detail the background of the study, statement of the problem, research objectives, and research questions, significance of the study, limitations of the study and definition of terms.

Background of the Study

In an organization, performance of an employee is the most crucial element to ensure the organization business performs well. In order to improve the performance of employees, the organization must find a method that can improve their motivation to perform better. There are various methods used by an organization, one of them called reward system. Reward is something given to the employees for performing well in their works. Reward is an important factor to increase the employee's motivation to perform. Based on Gohari, Ahmadloo, Boroujeni, and Hosseinipour (2013) reward is related to the human behaviour with regards to performance and productivity of the organization. The performance of employees is depending on how they react or behave towards their works. Once they feel motivated, at the same time they will change their behavior to be more committed towards their works. As cited by Gungor (2011), Barber and Bretz (2000) mentioned that reward management systems have major impact on organizations capability to catch, retain and motivate