

THE RELATIONSHIP BETWEEN THE REWARD SYSTEMS AND THE
JOB PERFORMANCES AMONG SUPPORT STAFF AT LAND AND
SURVEY DEPARTMENT KOTA SAMARAHAN

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ABSTRACT

Reward system is a set of mechanisms for distributing both tangible and intangible returns as part of an employment relationship. In this regard, two types of rewards are identified in this study which is extrinsic reward (salary and performance-based pay) and intrinsic reward (recognition and promotion). Reward system is essential especially for the employees because it can give many values to enhance the employees' job performances. Reward system is one of the issues that were always argued by the workers. Therefore, by using Herzberg Two-Factor Theory, this research aims to study the relationship between the reward systems and employees' job performances. This study used a questionnaire as the instrument of data collection which was distributed to 100 support staff at Land and Survey Department. Pearson Correlation is used to determine the relationship between reward systems and employees' job performances. The result from the findings of the study which was obtained from 80 sample size of respondents revealed that extrinsic rewards have a strong relationship with the employees' job performances. The correlation analysis has shown that salary which is an extrinsic reward has a strong relationship with positive significant correlated. But, the intrinsic reward which includes recognition shows a low relationship. In conclusion, the support staffs at Land and Survey Department received and intend to receive an extrinsic reward which is a salary for their accomplishment reward. Thus, this study can be interpreted that monetary reward is crucial in this downsizing world.

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CHAPTER 1

INTRODUCTION

This chapter discussed the overview of the research that conducted. In this section, it includes a background of the study, problem statements, research objectives, research questions, the significance of the study, limitation of the study, and definition of the term.

Background of the Study

A reward is an important factor to increase the employee's motivation. Which is related to the human behaviour with regards to performance and productivity of the organization (P. Gohari, Ahmadloo, Boroujeni, & Hosseinipour, 2013). A reward may also influence the employee's performance that is related to the behaviour. Such behaviour may change according to the situations, once the employees felt motivated they can perform better otherwise the result will change negatively. In order to avoid all bad consequences, most organization creates a reward system to make sure the employees always motivated by their work. Such study also as cited from Gohasri, Ahmadloo, Boroujeni and Hossenipour (2013), indicates that reward can be divided into two types. First, is an intrinsic reward and secondly, an extrinsic reward. Either intrinsic or extrinsic rewards are offered depending on the organization. Every person has their own target in performing their work in order to get the reward. Some