

A RELATIONSHIP BETWEEN PERFORMANCE IMPROVEMENT AND  
JOB SATISFACTIONS IN UNIVERSITI MALAYSIA SARAWAK  
(UNIMAS)

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**AUTHOR'S DECLARATION**

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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## ABSTRACT

This study was conducted to find out the relationship between performance improvement and job satisfaction towards employees in Universiti Malaysia Sarawak (UNIMAS). The main objectives of this study was to determine the level of importance of environmental which comprise (*data, instruments, incentives*) and human behavior (*knowledge, capacity, motives*) towards job satisfaction and to investigate the relationship between environmental and human behavior factors towards job satisfaction of employees in UNIMAS. A total of 132 of employees who work in UNIMAS were taken to be the respondents. The questionnaire adapted from Performance Analysis Worksheet and Updated Behaviour Engineering PROBE Questions (Chevalier, 2006). The questionnaire was used to collect the data. The data collected was analyzed using Statistical Packages for Social Science (SPSS). Pearson correlation was conducted in order to determine the degree of associations between the variables. The finding shows that there were significant, strong relationship and positive relationship between data, instrument, and motives towards job satisfaction. Meanwhile, there were significant, moderate relationship and positive between incentives, knowledge and capacity towards job satisfaction in UNIMAS. Therefore, all the factor (*data, instrument, incentives, knowledge, capacity, motives*) are important which lead towards job satisfaction. For the future research recommended to use another method to obtain information such as interview in order to get the information on which that factor as important element towards job satisfaction.

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## **CHAPTER 1**

### **Introduction**

Chapter one consists of background of the study which explain about the variables that will be discussed for this research. It follows with the problem statement, research objectives, research questions, significance of the study, limitation and end up with the definition of the terms.

### **Background of the Study**

The improvement of employee's performance benefits from a clear understanding on the factors that causes actual results. Some of the organization are very particular on the addressing the issues of employees satisfaction by implement a specific intervention, such as training (Enkuzena, 2011). Improvement performance can play an essential role in addressing the issue of job satisfaction among employees. Environmental and human behaviour factors are regarded as cost effective ways to satisfy employee with their job (Gilbert, 1978).

According to Gilbert (1978), satisfaction can be improved through two factors which consist of environmental and human behaviour factors. In addition, each factor consists of three components. For environmental, the three components are data, instruments and incentives. Data emphasizes on frequent feedback through performance appraisal on the employees performance, roles and performance expectations and also provide relevant guides in describing work processes. Studies