

THE RELATIONSHIP BETWEEN INDIVIDUAL BEHAVIOUR (MARS
MODEL) AND JOB PERFORMANCES AMONG NON EXECUTIVES
STAFF AT MAJLIS PERBANDARAN KOTA SAMARAHAN

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NOVEMBER 2017



**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)
FACULTY OF BUSINESS MANAGEMENT**

“DECLARATION OF ORIGINAL WORK”

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- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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Abstract

The purpose of this correlational research was to investigate relationship between Individual Behaviour (Mars Model) and Job Performances by adapting Model of Organization Behaviour, (McShane, 2010). A study conducted by Mc Shane (2010) has divided three categories of Mars Model that is Motivation, Ability & Role Perceptions. The result of this study has resulted that Role Perceptions has most significant and high relationship with the value of ($r=.298$, $p<0.01$) between individual behaviour and job performances at Majlis Perbandaran Kota Samarahan. This result stated that the employees of Majlis Perbandaran Kota Samarahan has good understanding about their roles that does affect their job performances. Convenience Sampling was used in this study where questionnaires were distributed to 120 respondents to the non-executive staff and returned only 92 respondents. The respondents came from various departments at Majlis Perbandaran Kota Samarahan then analysed using IBM Statistic Packages for Science Social version 2.0.

CHAPTER 1

INTRODUCTION

Background of the Study

A study conducted by Gallant (2013), has pointed that individual behaviour is a mix of responses to external and internal stimuli. It is the way a person reacts in different situations and the way someone expresses different emotions like anger, happiness, love, etc. It's also defined that how the person reacts in the organizations. Everyone is going to work just because of they want to get paid and satisfy with what they had dreams for, but what makes it different is how they perform the job or task. Workers have different reasons and goals on why they going to work (Pallant, 2013). The achievement of the organizations is depending on the employees. Individual performance can be considered as one of the important factors in maintaining the effectiveness and efficiency of organization as well as the efforts to make sure the organization can compete with organizations in the market. Individual performance can be affected by many factors. The factors that can be identified are external and internal forces. The external forces that can influence individual performance technological changes, working environment and so on. On the other hand, the internal forces are motivation level, ability, skill and knowledge.