

**A RELATIONSHIP BETWEEN IMPROVED PERFORMANCE AND JOB  
SATISFACTION AMONG OFFICE SUPPORT STAFF AT RISDA IN  
SARAWAK**

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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 were done by Deneire, Vanhoof, Faddar, Gijbels and Petegem (2014), where providing feedback through performance appraisal has a positive impact towards job

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### Introduction

In this chapter, the literature on improvement performance which made up environmental and human behavior factors will be reviewed and discussed. Thus, this chapter will discuss on each component from environmental (data, instruments, and incentives) and human behavior factors (knowledge, capacity, and motives). Lastly, this chapter will also illustrate the conceptual framework based on factors that will be examined.

#### **Behavior Engineering Model (BEM)**

According to Gilbert (1978), he classified of performance factors into six components. There are two factors which have a direct impact on job satisfaction that is environmental and human behavior factors. The following section describes the six components of BEM factors more completely.

For environmental, the three components are data, instruments and incentives. Data emphasizes on frequent feedback on the employees performance, roles and performance expectations and also provide relevant guides in describing work processes. An instruments focusing on resources including physical and psychological work environment, work processes and procedures and this includes work conditions are safe, clean, organized, and conducive to performance. On the other hand, an incentives concentrates on financial and non-financial incentives this includes

## **CHAPTER 3**

### **METHODOLOGY**

#### Introduction

The aim of this study is to investigate the relationship between improvement performance and job satisfaction among the employees in the organization. This chapter will explain the techniques and methods that will be used to conduct this study. This chapter contains of research design, sampling frame, population, sampling technique, unit of analysis, instruments, validity of instrument, reliability of instrument, data collection procedures, and end up with plan for analysis.

#### **Research Design**

The research design for this study will be correlation. The purpose of correlation research is to determine the relationship between two or more variables. Correlation research is a method which is conducted to identify the important factors associated with the variables of interest (Sekaran & Bougie, 2010). This study will investigate the relationship between six components from two factors which made up of data, instruments, incentives, knowledge, capacity and motives towards job satisfaction.

#### **Sampling Frame**

Sampling frame is referring to the elements in the population from which the sample is drawn which is members are to be studied (Sekaran & Bougie, 2010). The sampling frame for this research will be the name list of an office support staff in