

FACTORS THAT INFLUENCE EMPLOYEES WORK PERFORMANCE  
AT REGISTRY DEPARTMENT, UNIVERSITI MALAYSIA PERLIS  
(UNIMAP)

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## **ABSTRACT**

The purpose of this research was to identify the factors that influence employees work performance at Registry Department, Universiti Malaysia Perlis. The factors that were measured in this research was financial reward, workplace environment, training and supervisor support. The work performance had become the independent variable of this research, however financial reward, workplace environment, training and supervisor support had become the independent variables. The researcher use various kind of method in conducting this research. The sampling technique that had been used in this study was simple random sampling. The researcher had use 63 amount of sampling size and it was selected by using table of Krejcie & Morgan. The data were collected by using questionnaire. The analysis that had been used to analyse the data were frequency analysis, Cronbach's Alpha reliability testing and descriptive analysis. Through the analysis, the finding shows all of the factors were influencing employees work performance. However, supervisor support was the factors that mainly influence employees work performance and workplace environment was the lowest among all of the data. The researcher would like to give recommendation to the organization to improve workplace environment, financial reward and training and recommendation to maintain supervisor support. In a conclusion, the organization should make improvement to increase the employees work performance among the employees in the organization.

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## **CHAPTER 1**

### **INTRODUCTION**

Nowadays, changing in new transformation and standards of living was making the organization to come out with new improvement to maintain and increase their work performance level. Therefore, many company state the target for the performance achievement in their organization. This study was aimed to examine the factors that influence employees work performance. This study approached four factors that influence employees work performance which were financial rewards, workplace environment, training and supervisor support.

#### **Background of the Study**

The main objective of this research was to identify the main factor that influence employees work performance at the Registry Department, Universiti Malaysia Perlis (UniMAP). The respondents that have been chosen were from that organization. This research was conducted within four month. Reward system was usually designed by top management. They design the reward system based on their own perception without consulting employees at the lower level. Rewards and recognition designed may not be able to satisfy employees' needs and expectation. Thus employees were not willing to change their behaviour because they felt that their contributions were not well recognized by the organization. As a result, the reward system was not able to influence employees'