

**THE RELATIONSHIP BETWEEN REWARDS SYSTEM AND
JOB PERFORMANCE AMONG SUPPORT STAFFS AT
SEKOLAH MENENGAH PENDIDIKAN KHAS
VOKASIONAL INDAH PURA**

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ABSTRACT

Employees' motivations can lead to the success of the organization. Rewards are one of the mechanisms that can be used to attract employees' motivation. Researcher used Herzberg's Motivation-Hygiene Theory by Herzberg (1968) for this study. Based on this theory, the researcher trying to discover is there any relationship between extrinsic (working condition, salary, performance bonuses) or intrinsic rewards (recognition, promotion) with job performance. Therefore, this research aimed to investigate the relationship between extrinsic and intrinsic rewards with the job performance. By using quantitative approach, one hundred questionnaires were distributed to the subjects of this research that are the support staffs at Sekolah Menengah Pendidikan Khas Vokasional Indahpura. The data was analyzed through Statistical Packages for the Social Science (SPSS). The analysis showed that the data is considered normal and no missing data identified. 5-point likert scale was used to measure the level of agreement. The data considered reliable and have moderate significant and positive relationship on the average for correlation test. The result from this research proves that there is a relationship between extrinsic and intrinsic rewards with the job performance. Both of extrinsic and intrinsic rewards are important to increase employee job performance. Researcher recommend that the future research can investigate on what type of research that have more impact on the support staffs and top management staff so that the organization can provides better rewards to motivate their employee based on what they need the most within the organization budget.

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CHAPTER 1

INTRODUCTION

Background of the Study

Productivity level among employees can be measured through their job performance. According to Armstrong (2006), job performance among employees plays an important role in delivering sustained success to organizations. Employee performance helps the organization to enhance their productivity that contributes to attaining organization mission and visions. Rewards are one of the factors that can contribute the employees' job performance. According to Herzberg's Motivation-Hygiene Theory (1968), the two main factors plays an important role are extrinsic and intrinsic rewards. Extrinsic rewards refer to financial rewards such as working conditions, salary and performance bonuses, while intrinsic rewards are non-financial rewards such as employee recognition, and promotion. On average the literature proves that higher productivity can be achieved by the encouragement and appraisal (Ajmal, Bashir, Abrar, Khan, & Saqib, 2015). This supported statements shows that the rewards should be managed in a proper way to achieve the target of the organization. Therefore, the management should treat the employees in a good manner to encourage the employees to perform well in completing their tasks within the organization. According to Eshak, Jamian, Jidi and Zakirai@Zakaria (2016), the researchers highlighted that the appreciation and recognition is necessary in the rewards strategic. This statement shows that an intrinsic reward plays an important role to the employee within the organization in order to enhance their performance.

By providing some motivation in the organization, it will increase the performance of the worker and improve their productivity towards their jobs in the future (Kalhor, Jhatial, and Khokhar (2017); Omollo (2015)). This statement shows that if the worker feels motivated to perform their work, their productivity may increase efficiently. Hence, by conducting the research, the researcher intends to identify the relationships between the rewards system and job performance among the workers.

Statement of the Problem

Most of the organizations face many challenges in order to achieve their goals and target that affect employees' perception of their work. The organization provides various rewards to create positive feeling in the employee about their work environment. According to Riasat, Aslam, and Nisar (2016), they highlighted firms that have high competitive pressure struggle to identify different types of rewards to the employee within the organization. Therefore, better understanding about what type of rewards are more suitable for the employee can be identified if the management aware about the important to increase employee' performance.

Besides that, most of the researches done on the influence of reward system to the employee performance are focusing on the private sector rather than public sector. For instance, Iqbal, Ijaz, Latif, and Mushtaq (2015); Omollo (2015) highlighted that financial rewards have the positive impact on employee performance in the banking sector. Iqbal et. al (2015) proved that extrinsic rewards and training have the positive impact on the performance of the employee in the banking sector at Pakistan. There are several studies done in Malaysia such as a research done by Eshak, Jamian, Jidi, and Zakirai@Zakaria (2016); Riasat et al. (2016), but up till now, there is none being done in Johor. There is also a research done by Omollo (2015) at Kenya Commercial Bank in Migori country concluded that monetary rewards have the positive significant