

THE RELATIONSHIP BETWEEN MOTIVATIONAL  
FACTORS AND JOB PERFORMANCE AMONG NON-  
EXECUTIVE STAFF AT FELDA AGRICULTURAL  
SERVICES SDN. BHD (FASSB),  
JERANTUT, PAHANG

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## ABSTRACT

The purpose of this study is to determine the relationship between motivational factors and job performance at private sector in Jerantut. Quantitative method of data collection which is questionnaires has been used to gather required data in accomplished this study. This study included 108 non-executive staff at Felda Agricultural Services Sdn. Bhd (FASSB), Jerantut, Pahang. The instrument used for reliability test was done using SPSS Version 20. The result for this study revealed that there is a relationship between these motivational factors which are flexible scheduling, physical working environment and training toward the job performance. The findings show that employee at the organization agree that implementation of flexible scheduling, good physical working environment and training program can increase their job performance. It is recommended for future studies to increase the number of respondent to get a better result for this study and may use other motivational factors apart from factors that have been used by the researcher.

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## CHAPTER 1

### INTRODUCTION

This chapter introduces the purpose of the study which is to study the relationship between motivational factors and job performance among non-executive staffs in Felda Agricultural Services Sdn. Bhd (FASSB), Jerantut, Pahang. This chapter discusses the background of the study, the statement of problem, research objectives and research questions, the significance and limitations of the study. At the end of this chapter, the definitions of terms are also included.

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

The relationship between motivational factors and job performance is important to achieve organization objectives. To accomplish the objectives, organization needs to know that motivations are important to the employees to perform their job more effectively. Motivation factors increase the employee desire to reach the goal that the organization set, directs behaviour and influence him to increase his effort to do his (Jesarati, Babazadeh, Zanjani, Azizi, Rezapur & Hashemi, 2013). If they are not focused to motivate the employee, it will be hard to achieve the organization objectives.