

UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI



IMPACT OF GENDER GAP ON JOB PERFORMANCE OF
THE EMPLOYEE AT GOVERNMENT SECTOR:
A CASE STUDY AT WISMA BAPA MALAYSIA, KUCHING,
SARAWAK

MAHFUZA ANIS BINTI MOHD PAWZI

2014358943

NUR AYU AMIRAH BINTI ASRI

2014568487

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CONTENTS

Chapter 1.0: Introduction

1.1	Background of study	1
1.2	Problem statement	2
1.3	Research questions	4
1.4	Research objectives	4
1.5	Scope of study	5
1.6	Significance of the proposed study	5
1.7	Definition of terms, terminology and concepts	7

Chapter 2.0: Literature review and conceptual framework

2.1	Job performance	11
2.2	Job satisfaction	13
2.3	Gender	16
2.4	Wages	17
2.5	Job selection	19
2.6	Reward	22
2.7	Conceptual framework	26
2.8	Hypothesis	29

Chapter 3.0: Research method

3.1	Introduction	30
3.2	Research design	30
3.3	Unit of analysis	31
3.4	Sample size	31

CHAPTER 1

INTRODUCTION

1.1 Background of Study

The phrase performance can be defined as level of task completion that was the responsible of the employee to make sure the task is being executed respectively in a way that it should be done (Gberevbie, Osibanjo, Adeniji, & Oludayo, 2014). Performance in which also driven by the efforts and abilities of the employees towards achieving organizational goals and performance is evaluated by the output that are produced. In other words, if the employee put a huge efforts in their work but the output is low so it means that even though the effort is high but performance is poor (Gberevbie, Osibanjo, Adeniji, & Oludayo, 2014)

On the other hand, many studies state that job performance are affected by job satisfaction even so, it was difficult to obtain support for the view that job satisfaction has a significant effect on job performance (Christen, Iyer, & Soberman, 2006).

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Job Performance

Job performance is a combination of quality and quantity expected in a specific job from an employee to perform their job (Wikipedia, n.d). This can be determined by demographic factors and job satisfaction factors. Job performance also can be said as employee action of conduct in accomplishing their job. According to Roth, Purvis and Bobko (2012), job performance is a vital element in the human resource management and organizational behavior literatures. This is because, by having good human resource management, an organization has capability in handling workforce. This can lead to high job performance of employees. However, the outcome of the job performance is different based on types of genders (Roth, Purvis, & Bobko, 2012).

Work performance is also affected by the changes in demography (Teoh, Tan, Chong, & Wooi, 2011). However, there were only a small number of studies that examine the influence of demographic factors on job performance in Malaysia. Among demographic variables that had been studied were gender and marital status. In order to achieve high quality of job performance among employees, employees must have high satisfaction and committed in doing the task given (Hussin, 2011). In addition, gender is a