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**APPLIED RESEARCH PROJECT (ADS 555)**

**RELATIONSHIP BETWEEN EMPLOYEE MOTVATION  
AND JOB PERFORMANCE**

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## TABLE OF CONTENTS

### Chapter 1 : Introduction

Introduction	1
Background of the study	1
Problem Statement	2-3
Research Objective	4
Research Question	4
Scope of Study	5
Significant of the Study	5
Definition of key terms	6-7

### Chapter 2 : Literature Review & Conceptual Framework

Introduction	8
Employee Motivation	8-9
Job Performance	9-10
Type of Motivation	10
Achievement Motivation	10-11
Affiliation Motivation	11-12
Power Motivation	12
Incentive Motivation	12-13
Conceptual Framework	14
Research Hypothesis	15-16

### Chapter 3 : Research Method

Introduction	17
Research Design	17-18
Unit of analysis	18
Sample size	18
Sampling technique	19
Measurement/Instrument	19-22
Data collection	22-23
Data analysis	23-24

### Chapter 4 : Data Findings

Introduction	25
Respondent's Profile	25
Units of Study Profile	26-30
Reliability Analysis	31
Findings	32-38

# CHAPTER 1

## INTRODUCTION

### 1.0 Introduction

This study is carried out to investigate the factors of motivation towards employee's job performance. This chapter will include the background of the research, problem statement of the study, research objectives, research question and scope of the study. Other than that, in this chapter we also will discuss on significance of the study and the definition of terms and concepts that are being used in this study.

### 1.1 Background of the study

According to Mitchell (1982) motivation is what moves us from boredom to interest. It is like the steering wheel of a vehicle that directs our activities. Motivation represents those psychological processes that cause the arousal, direction, and persistence of voluntary activities that are goal-oriented. Meanwhile, Chaudhary and Sharma (2012), classified that motivation is the process of inspiring people to achieve their goals. This means by having motivation, people will be able to choose the right ways to achieve their goals.

Meanwhile, employee motivation is a set of energetic forces that originate both within as well as beyond an individual's being, to initiate work-related behavior and to determine its form, direction, intensity, and duration (Kirstein, 2010). Having the employees to their best in their job is one of the hardest challenges that the employer needs to deal with. Therefore, by providing something that will motivate the employees to do their job efficiently can increase the organization's performance.

## CHAPTER 2

### LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

#### 2.0 Introduction

This chapter provides a review of the literature review of the relationship of job motivation and job performance of employees at Lembaga Hasil Dalam Negeri Sarawak (LHDN). Section 2.1 is defining the job motivation and job performance in details. Section 2.2 will discuss about the types of job motivation that can contribute to job performance of the employees'.

#### 2.1 Employee Motivation

Just like other words, there are variations of definitions to motivation, but our focus is more related to workplace. According to Steers, Mowdays and Shapiro, 2004 the word motivation was originate from Latin word that is movere which means movement. Commonly motivation is what aspire people to do something, the inducement or incentive.

In general, motivation can be describe as something intangible because we cannot see it, a trigger or drives inside a person to push or stimulates that person to act specifically or to act certain behaviors. This show that motivation is always directed towards something or away from something. In term of workplace, if the employees continually seek and are encouraged to become better or to achieve some desire goal its indicate that there are some motivation in them. This might be good for the productivity at a workplace, but in a long-perspective, it can be hard to motivate the employees as their demands for motivation will continuously grow.

The third limitation of our research is the small sample size. In our research that we have conducted, we are using small sample size as we are only get 201 respondents which are the employees of Lembaga Hasil Dalam Negeri (LHDN) Kuching, Sarawak. Due to this, the amount of questionnaire that we have distributed to the organization was limited as we are only focusing on the departments by distributed randomly the questionnaire to the employee.

## **5.4 CONCLUSION**

In conclusion, we can conclude that there are two factors that influence the employee's motivation and their job performance in Lembaga Hasil Dalam Negeri (LHDN) Kuching, Sarawak that are power motivation and affiliation motivation. One of the factor that influence the employee's motivation and their job performance is the power motivation. This indicate that the employees want to have a better position that can influence others, therefore they will increase the job performance so that they can have that position. Meanwhile, for the second factor is the achievement motivation. It shows that through achievement motivation, the employees will work harder to achieve their goals, thus it will as well increase their performance in the workplace. This research can be used for further reference for the organization to improve their employees' motivation as well as their job performance.