

**UNIVERSITI TEKNOLOGI MARA SARAWAK**  
**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY**  
**STUDIES**



**MOTIVATION DRIVES BETTER PERFORMANCE IN PUBLIC**  
**SECTOR**

**FATIN NABILAH BINTI MOHD SHARBINI**

**2012521771**

**SUKAMAFARINA BINTI UJAI**

**2012715877**

**LT. COL SAIFUL ANWAR BIN MD ALI (R)**

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## **ABSTRACT**

Motivation seen as element needed to improve the productivity of employees in organization. Motivation is interior drive that causes a person to decide to take action and it is an employee's intrinsic enthusiasm about and also the drives to accomplish activities related to work. This means that motivation is one of the factor that affecting employees' performance in completing tasks and works given in particular period of time. An employee may display very low levels of job involvement. At this point the employee has disengaged and no longer considers their importance of work in achieving goals and mission and at the same time the employee now has a low level of commitment. So that, when the commitment is gone, poor performance is on the rise. The employee has no longer can identify priority of achievement and is unwilling to put forth much effort on its behalf. Improving employee motivation and morale is a critical concern for managers in organization in order to increase productivity. This is why there is a discussion on employee motivation and performance, including a review of literature describing views on factors that affecting motivation in employees' performance in an organization. The study closes with a classification of methods for an organization on realizing the dominant factors in four categories which includes physiological need, security need, and need for relatedness and esteem need.

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# CHAPTER 1

## INTRODUCTION

### 1.0 Introduction

This chapter focuses the background of the study which is on the relationship between motivation and employee's performance. Section 1.1 discusses the background of the study. Section 1.2 explains the problem statement and Section 1.3 states the research questions. Section 1.4 on the other hand, states the research objectives and Section 1.5 is on the information regarding the scope of the study. In addition, Section 1.6 explains the significant of the study and lastly Section 1.7 is all about definition of terms and concepts.

### 1.1 Background of the study

Public service motivation broadly denotes an employee's desire to work for what they conceive of as the public interest<sup>1</sup>. Generally, life needs motivation. This is because it is only motivation able to drives people to be in better situation. Usually, people are willing to adapt a new lifestyle when they are motivated to do so. This situation indirectly shows how important motivation is. Similarly, element of motivation are also needed in organization life. The ups and down of the organization are depends on how well leaders able to

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<sup>1</sup> Petrovsky, N. (2009). Does Public Service Motivation Predict Higher Public Service Performance? A Research Synthesis. 2.

## CHAPTER 2

### LITERATURE REVIEW

#### 2.0 Introduction

This chapter provides a review of the literature on the relationship between motivation and employee's performance. Section 2.1 explains on the motivation and workers' performance studies. Section 2.2 discusses regarding motivation dimension and Section 2.3 states on the encouraging motivation in the workplace. Section 2.4 discusses regarding Effect of Motivation on Employee's Performance. Section 2.5 on the other hand, discusses on Effect of Motivation on Employee's Performance. Section 2.6 provides the conceptual framework. Finally, Section 2.6 identifies the hypothesis of the study.

#### 2.1 Motivation and Workers' Performance Studies

Motivation is an employee's intrinsic enthusiasm about and drives to accomplish activities related to work. Motivation is interior drive that causes a person to decide to take action<sup>5</sup>. Motivation is needed in an organization. This is because motivation seen as element to improve the productivity of employees in organization.

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<sup>5</sup> Sharma, N. C. (2012). Impact of Employee Motivation on Performance (Productivity) In Private Organization. *International Journal of Business Trends and Technology*, 30.