

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



**RELATIONSHIP BETWEEN JOB ATTITUDE AND JOB
PERFORMANCE:
A CASE STUDY OF UNDERGRADUATE STUDIES DIVISION,
UNIVERSITI MALAYSIA SARAWAK (UNIMAS)**

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JANUARY 2024

ABSTRACT

In today's era of globalization, job performance is a concern for every management in any organization worldwide because it plays a vital role in influencing organizational effectiveness and competitiveness in today's technological era. This study aims to identify the relationship between job attitude and job performance in the Undergraduate Studies Division, UNIMAS. This study has three variables: job satisfaction, job involvement, and commitment to the organization. Data were collected using questionnaires through a subset of the entire population by using convenience sampling. A total of 25 questionnaires were distributed to employees, and all these questionnaires were returned and then used for data analysis. For data analysis, SPSS version 26 is being used. As a result, this research shows that all variables have a positive relationship with job performance. As a recommendation, management can implement a continuous monitoring and evaluation system, which is essential to assess long-term effectiveness. Regular evaluation will ensure that the relationship between work attitude and performance is maintained and improved over time.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

The worldwide virus pandemic Covid-19 has had a significant impact on the workplace. The pandemic is also endangering the general public's health, impacting the economy, the environment, and social upheaval, where it affects the source of income and general wellness of millions of people. Therefore, the way of working also changes and needs to adapt to the current changes in our world. The digitalization advancement is expected to change the employment landscape and future of work, including work-from-home (WFH) practices introduced after the pandemic. Both private and government organizations implement WFH practices except those involved with important services to the country, such as water, electricity, energy, telecommunications, post, transport, irrigation, oil, gas, fuel, lubricants, broadcasting, finance, banking, health, pharmacy, fire, prisons, ports, airports, security, defense, cleaning, retail, and food supply. Even though the implementation of WFH in the public service has been implemented after the pandemic, WFH policy in the public service has been officially implemented through Service Circular Number 5 of 2020, effective from 1st January 2021.

A job is essential to human life since it gives people a feeling of purpose, financial security, and personal development. A job includes more than just providing for one's needs; it is an essential component of life. It allows people to care for their fundamental requirements and promotes overall well-being. A job provides people with the stability they need to afford, such as food, shelter, and healthcare. Additionally, having work offers opportunities for self-realization, skill development, and personal progress. It strengthens one's sense of self, gives them a feeling of direction, and encourages social connection. Additionally, a job is crucial for societal advancement, innovation, and economic growth.

An individual's ideas, feelings, and beliefs about their work environment, coworkers, and tasks are called their "job attitude." It includes elements like involvement, organizational dedication, and job happiness. Performance at work is largely influenced by attitude. Employees with a good outlook on their jobs are more likely to be motivated, committed, and productive. A positive outlook promotes a sense of job satisfaction, which results in increased

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Literature Review

2.1.1 Job Attitude

A person's attitude towards their profession is a combination of thoughts and feelings, positive and negative, and it can have a bigger impact on their performance than satisfaction or commitment. Awan & Islam, 2015 stated that they are ten statements they included to measure the employee's attitude towards their job performance, such as hard work well done, comparing all productivity, quality quantity, anticipate, income, supervisor, hard work, wasting time, worth, enjoy, free time, and rest. Role conflict and role ambiguity are the psychological factors affecting employment. These two factors are related to attitudes and are considered in the context of organizational attitudes, even if they are not directly linked to job attitudes (Bilgiç, R., 2010). Oh et al., 2019, in the Relationship between Job Attitude and Job Performance of Reception Staff at General Hospital in Seoul research, define job attitude as the particular duties and attitudes of receptionists working in general hospitals, which are divided down into the dimensions of customer orientation (customized responses, efforts to maintain relationships with customers), and learning orientation (pursuit of current knowledge and business application). According to the study, work performance acted as a mediator between workplace attitudes and job performance for hospital reception employees responsible for customer service interactions. Understanding work behavior requires an understanding of job attitude. People with a general, good attitude towards their jobs are more likely to contribute to their duties at work than to withhold valuable contributions (Harrison et al., 2006).