

AN INVESTIGATION OF INTRINSIC AND EXTRINSIC
MOTIVATION TOWARDS THE LEVEL OF
EMPLOYEES' JOB SATISFACTION AT MAJLIS
PERBANDARAN BENTONG (MPB), BENTONG
PAHANG DARUL MAKMUR

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JANUARY 2016

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ABSTRACT

The study was conducted in order to identify the relationship between employee motivation and job satisfaction. There are two types of motivation which are extrinsic motivation and intrinsic motivation. According to the previous researchers, motivations depend on the employees' job satisfactions. If employees do not feel motivated, they will not feel fully satisfied with their jobs. The instrument used to conduct this survey was by distributing the questionnaires. The questionnaires were distributed to ninety-five (95) respondents in Majlis Perbandaran Bentong (MPB) by using the simple random sampling technique.

The findings of the data are clearly shows that the mean of the employees at Majlis Perbandaran Bentong (MPB) is moderately high and there is significant relationships between motivational factors and employee's job satisfaction. Therefore the alternate hypothesis is accepted.

It can be concluded that the majority of the respondents in Majlis Perbandaran Bentong was female and most of them were married. Most of the respondents were SPM holders and age between 36 years old to 44 years old with 1 to 5 years of working experience. The findings show that social relationship is the most significant among all those four motivation. Social relationship can be refer as the interpersonal relationship with the society which an individual will have more interaction with his or her job to develop more creative ideas in the organization. To conclude, social relationship among employees in Majlis Perbandaran Bentong (MPB) was high.

After the data were collected and analyzed, the purpose of recommendation for the organization is to increase the monetary rewards in order to motivate the employees to perform the work efficiently.

Keywords: Motivation, intrinsic motivation, extrinsic motivation, job satisfaction, productivity, performance, rewards.

ACKNOWLEDGEMENT

Alhamdulillah. Praise and gratitude to Allah S.W.T. for giving the chance and strength to complete this subject, Research Methods (ASM 601) with the title, “The Investigation of Intrinsic and Extrinsic Motivation towards The Level of Employee’s Job Satisfaction at Majlis Perbandaran Bentong (MPB), Bentong Pahang Darul Makmur.”

Thanks to Faculty of Business Management (BM232), UiTM Pahang for introducing this subject in order to ensure the students exposure to the syllabus and get a better understanding of the topic and at the same time, increase the knowledge of the students.

First of all, we would like to give our thanks and gratitude towards our supervisor, Madam Hajah Hamidah binti Mohd Shah for giving us a lot of information and guidance in leading us to complete this research. Without her support and commitment in teaching us and spend the time with us, surely, this research cannot be completed. We really appreciate her ideas, contribution of opinions and advices for us.

Also, given gratitude towards our team members Hanun bt Hamzah, Norhidayah bt Hamdan and Ezureen Faziatul Ashikin bt Abdul Razak because without the contribution toward this subject, this research will not be completed within the due date given. Not to forget, our families and friends who give a lot of support and courage.

Finally, thanks again to the parties that involved directly or indirectly in the completion of this proposal. Thank you very much.

Ezureen Faziatul Ashikin bt Abdul Razak

January 4, 2016
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