



**FACTORS PERCEIVED TO INFLUENCE EMPLOYEES' PERFORMANCE AT
SOCIAL SECURITY ORGANIZATION
LARKIN, JOHOR BAHRU.**

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ABSTRACT

Most organizations are competing to survive in this volatile and competitive market environment. In the organization, employees who committed to their work can be view or consider as being willing to build and maintaining the long-lasting relationship with their employer. Effective management teams need to recognize that positive employee attitudes are often vital to achieving organizational goals and this will be achieved when the employees are satisfied. When employees believe that they can participate in decisions and their interest is catered for, there will be a positive impact on their performance. A highly motivated person will work hard towards the achievement of organizational goal, given the ability and adequate understanding of the job. Therefore, the challenge for today's management is to investigates the factors perceived to influence employees to improve their performance and productivity. Thus, this study attempts to examine the factors perceived to influence employees' performance: in a view of public service workers at social security organization, Johor Bahru. This research is a quantitative research which had used past researcher questionnaire as the instrument for the collection of data. The study was conducted in Johor Bahru with a sample of 93 respondent. Sampling method used in this study is convenience sampling. The five dimensions of relationship employees' performance are considered in this study which is reward strategies or systems, job design, training and development and management style. The data was analysed using Statistical Package for the Social Science (SPSS) software to find out correlation coefficient and regression. From the result of this study, it indicates that only from the variable reward strategies, job design, training and development and management style, the factors that may influence employees' performance in a view of public service workers.

Keywords: Employees' Performance, Managers, Employees, Performance, Rewards, Job Design, Training and Development, Management Style.