

**THE RELATIONSHIP BETWEEN MOTIVATION AND JOB
SATISFACTION ON EMPLOYEE'S PERFORMANCE IN
UNIVERSITI UTARA MALAYSIA (UUM)**

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In partial fulfillment of the requirements for the degree
Master of Science (Management)
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Declaration

I declare that all the work described in this dissertation was undertaken by myself (unless otherwise acknowledged in the text) and that none of the work has been previously submitted for any academic degree. All sources of quoted information have been acknowledged through references.

Hakeem
April 2008

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ABSTRACT

The aims of this study are to investigate whether there is any relationship between employee performance, job satisfaction and employee motivation. The survey method was employ with the quantitative data were processed using a multivariate technique. Descriptive statistics such as frequency and percentage used to measure the percentage of returned questionnaire and also used to describe the respondents' profile such as their gender, educational background, their academic qualifications, and job title. Correlation and multiple regressions used for inferential statistics. The Pearson correlation used to measure the significance of linear bivariate between the independent and dependent variables thereby achieving the objective of this study. Multiple regressions used to determine the relationship between independent and dependent variables, the direction of the relationship, the degree of the relationship and strength of the relationship. This thesis found that job satisfaction has a significance positively influence to the employee's performance rather than motivation. The non significance of motivation was found in the influence to the employee's performance. This study conclude that job satisfaction among support staff much more contribute to the employee's performance of support staff of UUM.

Keywords: Job Satisfaction, Motivation, Employee Performance, Support Staff

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LIST OF ABBREVIATIONS

HR : Human Resource.

UUM : University Utara Malaysia.

CHAPTER 1

INTRODUCTION

1.1 Background of The Study

In today's global business employees are increasingly expected to display effort, motivation and initiative in modern organizations. It is not only human competence depends on the success of an organization, but also how it motivates employee to an organization. The essential key to an organization's success and survival is adaptability. Organizations need to have the right employees that are able to manage at the speed of change and address business issues creatively (Robbins, 2005).

Globalizations had brought a lot of impacts on organizations. Those impacts made organizations to be aware of any changes that are happening everyday. The main reason for doing that is to be able to compete with each other and in order to keep surviving in the business area. Organizations also need to change to give satisfaction to its internal environment such as employee and supplier inside of the system or the organization (Robbins, 2005).

An organization could never stand without having employees. Employees are the main reason an organization could exist for a long time. They are the ones who play the major roles and make a lot of contributions to the organization. So organization should pay attention on them in order to keep them in the organization. That will also influence the

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