A STUDY ON THE RELATIONSHIP BETWEEN MOTIVATION AND JOB SATISFACTION TOWARDS EMPLOYEE'S PERFORMANCE AMONG EXECUTIVES LEVEL IN OIL AND GAS INDUSTRY IN KUALA LUMPUR

HAMIZATUN DASHIMA BINTI HAMZAH

UNIVERSITI UTARA MALAYSIA 2012

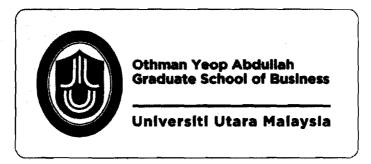
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Othman Yeop Abdullah Graduate School of Business,
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ABSTRAK

Tujuan kajian ini adalah untuk menyiasat samada terdapat sebarang hubungan antara

motivasi pekerja. kepuasan kerja dan prestasi pekerja. Kaedah tinjauan ini

menggunakan dengan data kuantitatif telah diproses menggunakan teknik

multivarian.

Statistik deskriptif seperti kekerapan dan peratusan digunakan untuk mengukur

peratusan soal selidik yang dikembalikan dan juga digunakan untuk menerangkan

pprofil responden seperti jantina, latar belakang pendidikan, kelayakan akademik.

julat gaji, pengalaman bekerja dan jawatan.

Korelasi dan regresi linear digunakan untuk statistik. Koelasi Pearson digunakan

untuk mengukur kepentingan biyariat linear antara pembolehubah bersandar dengan

untuk mencapai objektif kajian ini. Regresi linear yang digunakan untuk menentukan

hubungan antara pembolehubah bersandar, hala tuju hubungan, tahap hubungan dan

kekuatan hubungan.

Tesis ini mendapati bahawa kepuasan kerja telah signifikan secara positif

mempengaruhi prestasi kerja dan bukan daripada motivasi. Kepentingan motivasi

yang tidak didapati dalam pengaruh kepada prestasi kerja. Kajian ini merumuskan

bahawa bahawa keputusan kerja dikalangan kakitangan eksekutif dalam industry

minyak dan gas di Kuala Lumpur.

Kata kunci: Keputusan Kerja. Motivasi, Prestasi Pekerja. Kakitangan Eksekutif

iν

ABSTRACT

The aims of this study are to investigate whether there is any relationship between

employee motivation. job satisfaction and employee performance. 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,

the salary range, year of working experience and job title. Correlation and linear

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 objectives of this study. Linear 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 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 concludes that

job satisfaction among executives staff in oil and gas industry in Kuala Lumpur.

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

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LIST OF ABBREVIATIONS

HR : Human Resource

UUM : University Utara Malaysia

CHAPTER 1

INTRODUCTION

1.1Research Background

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).

Globalization had brought a lot of impacts on organizations. Those impacts made organizations to be aware of any changes that are happening every day. 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). In order to make sure the organization to be more successful, it must continuously ensure the satisfactorily of their employee (Berry, 1997). Organization with more satisfied employees tends to be more effective, beside that, happy worker are more likely to be a productive worker (Robbins & Judge, 2007).

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

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The number of respondents is 100 executive from Oil and Gas Industry in Kuala Lumpur, Malaysia. it translated into reports based on Motivation and Job Satisfaction. It was define to deliver the information contained in the reports in a way that would be meaningful and could translate into company process improvement. With the survey research, data were grouped into reports approatiate to the selected audience; Executive, Designers, Engineers and Managers. Standards were defined to report data in a valid, user-friendly way, displaying information as it related to defined target goals.

The result of correlation and regression in assessing the variables or the empirical relationship between motivation and job satisfaction was contribute positively related to employee's performance as hypothesized.

Empirical research supporting such theoretical development has been conducted. Analysis job satisfaction is the scientific activities and as combination of representing (theory of motivation) and intervening (empirical research) to increase employee performance. This research also supported the conceptual development of the job satisfaction and motivation in employee's performance.

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