THE EFFECTS OF HUMAN RESOURCE PRACTICES, SUPERVISOR SUPPORT AND EMPOWERMENT ON EMPLOYEE MOTIVATION

By

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ABSTRACT

Employee motivation is the vital contributors to organizational success and continues to sustain the employee morale and employee retention. The main objective of this study is to identify the direct relationship between employee motivation with human resource practices, supervisor support and employee empowerment. The big of four dimensions of human resources practices are recruitment and hiring, training and development, benefit and compensation, and evaluation. To attain the objective, the quantitative method was used and data were collected through questionnaires among operational staff in the hotel industry in Alor Setar, Kedah. A total of 182 questionnaires were distributed and only 125 questionnaires returned which constituted 68.68% response rate and all returned questionnaire is completed. Thus, all questionnaires (68.68%) were coded for analysis. The results revealed that human resource practices dimension of (recruitment and hiring), (training and development) and supervisor support have a relationship with employee motivation. Recruitment and hiring, recruitment and development and supervisor support is scored highest. It showed this variable is influences employee motivation most compared to others variable. However, a great stresses should to be taken by the organization evaluate employee motivation. This will bring a huge impact to employee to perform greatly and satisfied to remain in the company. Employee motivation to remain also could reduce the company budget to new recruitment and training as last employee skill and knowledge.

Keywords: employee motivation, perceived supervisor support, employee empowerment, hospitality industry
ABSTRAK


Kata kunci: Motivasi pekerja, sokongan penyelia, memperkasakan pekerja, industri perhotelan

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CHAPTER 1

INTRODUCTION

1.1 Background of study

Motivation is imperative and become big issues in the hospitality industry. Great intuitive and jobs atisfaction among employees are significant when it concern by the administration. According to Smith (1999) motivation can create a great working condition as well as can diminish issue at work place such absenteeism and worker turnover. "Motivation is a Latin word is mean “To move”. Chilembwe (2014) believes that motivation is the process that driven individual towards accomplishing the objective. Additionally, motivations give individual a reason and encourage what they need to accomplish. It helps individuals to push or draw from an awful circumstance, which are negative highlights in their lives. Nowadays, executives are intrigued to think about motivation and how to spur their employees to enhance productivity.

According to Aarabi, Subramaniam and Akeel (2013), motivation is significant issues that encourage improved performance and encouraging employee to accomplish tasks and duties efficiently and effectively. Understand motivation is important to change employee behavior in positive
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