

**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

Motivasi pekerja adalah penyumbang penting kepada kejayaan organisasi dan boleh mengekalkan semangat pekerja dan mengelakkan perbehentian. Objektif utama kajian ini adalah untuk mengenal pasti hubungan secara langsung antara motivasi pekerja dengan amalan sumber manusia, sokongan penyelia dan perkasakaan pekerja. Dimensi amalan sumber manusia terdiri daripada pengambilan dan pengupahan, latihan dan pembangunan, faedah dan pampasan, dan penilaian. Bagi mencapai matlamat tersebut, kaedah kuantitatif telah digunakan dan data dikumpulkan melalui soal selidik di kalangan kakitangan operasi di industri hotel di Alor Setar, Kedah. Sebanyak 182 soal selidik telah diedarkan dan hanya 125 (68.58%) maklum balas yang lengkap dikembalikan. Oleh itu, semua soalan soal selidik (68.68%) telah dikodkan untuk analisis. Keputusan menunjukkan bahawa amalan sumber manusia iaitu pengambilan dan pengupahan, latihan dan pembangunan dan sokongan penyelia mempunyai hubungan dengan motivasi pekerja. Pengambilan dan pengupahan, pengambilan dan pembangunan dan sokongan penyelia menunjukkan jaringan tertinggi yang signifikan. Ia menunjukkan pembolehubah ini adalah motivasi kepada pengaruh pekerja yang paling utama berbanding pembolehubah lain. Walaubagaimanapun, penekanan harus diambil oleh organisasi bagi menilai motivasi pekerja. Ini akan membawa kesan yang besar kepada pekerja untuk melaksanakan tugas dengan baik dan berpuas hati untuk terus kekal di dalam syarikat. Motivasi pekerja dengan pengekaln boleh mengurangkan bajet syarikat untuk membuat pengambilan baru dan melatih pekerja baharu.

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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