

**THE FACTORS THAT INFLUENCE JOB
PERFORMANCE**

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UUM
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MASTER OF HUMAN RESOURCE MANAGEMENT

UNIVERSITI UTARA MALAYSIA

September 2015

THE FACTORS THAT INFLUENCE JOB PERFORMANCE

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UUM
Universiti Utara Malaysia

**Dissertation Submitted to
School of Business Management, Universiti Utara Malaysia,
In Fulfilment of the Requirement for the
Master Degree of Human Resources Management (MHRM)**



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ABSTRACT

Job performance is an individual output in terms of quality and quantity expected from every employee in a particular job. Individual performance is most of the determined by motivation and the will and ability to do the job. This study was conducted to find the factors that influence job performance among non-executive employees at Telekom Malaysia Berhad Kedah and Perlis and used quantitative method in determining the relationship between all the independent variables (reward and recognition, training and development and proactive personality) and dependent variable (job performance). This study involved 250 respondents from non-executive employees Kedah and Perlis. Researcher has distributed 300 sets of questionnaire to the respondents but researcher only received back 250 completed questionnaires. The questionnaire contains of 34 items that have used five point Likert scale. Each hypothesis was tested using Statistics Package for Social Science (SPSS) version 20.0. The obtained data were analyzed using descriptive analysis and inferential analysis namely correlation and regression. Three hypotheses were formed after performed the inferential analysis was used to determine the relationship between independent variables and dependent variable. The results of the study showed that that most of the respondents agreed that the two factors which are training and development and proactive personality can increase their job performance. As a conclusion, training and development and proactive personality can give positive effects to the non-executive employees through their good performance. The findings were discussed and recommendations for further research were also addressed.

Key word: Reward and recognition, training and development, proactive personality and job performance.

ABSTRAK

Prestasi kerja adalah output individu dari segi kualiti dan kuantiti yang diharapkan daripada setiap pekerja dalam pekerjaan tertentu. Prestasi individu adalah sebahagian besar daripada yang ditentukan oleh motivasi dan kemahuan dan kemampuan untuk melakukan sesuatu pekerjaan. Kajian ini dijalankan untuk mencari faktor-faktor yang mempengaruhi prestasi kerja dalam kalangan pekerja bukan eksekutif di Telekom Malaysia Berhad Kedah dan Perlis dan kaedah kuantitatif digunakan dalam menentukan hubungan antara semua pembolehubah bebas (ganjaran dan pengiktirafan, latihan dan pembangunan dan personaliti proaktif) dan pembolehubah bersandar (prestasi kerja). Kajian ini melibatkan 250 responden yang terdiri daripada kakitangan bukan eksekutif Kedah dan Perlis. Penyelidik telah mengedarkan 300 set soal selidik kepada responden tetapi penyelidik hanya menerima kembali 250 soal selidik selesai. Soal selidik yang mengandungi 34 item yang telah menggunakan lima mata skala Likert. Setiap hipotesis telah diuji menggunakan Statistik Pakej untuk Sains Sosial (SPSS) versi 20.0. Data yang diperolehi dianalisis dengan menggunakan analisis deskriptif dan analisis inferensi iaitu korelasi dan regresi. Tiga hipotesis telah dibentuk selepas dilakukan analisis inferensi telah digunakan untuk menentukan hubungan antara pembolehubah bebas dan pembolehubah bersandar. Keputusan kajian menunjukkan bahawa kebanyakan responden bersetuju bahawa kedua-dua faktor yang latihan dan pembangunan dan personaliti proaktif boleh meningkatkan prestasi kerja mereka. Sebagai kesimpulan, latihan dan pembangunan dan personaliti proaktif boleh memberi kesan positif kepada pekerja bukan eksekutif melalui prestasi mereka. Hasil kajian telah dibincangkan dan cadangan untuk kajian lanjutan turut dinyatakan.

Kata kunci: Ganjaran dan pengiktirafan, latihan dan pembangunan, personaliti proaktif dan prestasi kerja.

ACKNOWLEDGEMENT

On the whole, Allahsubhanahuwataa'la has made the success of this work possible, Alhamdulillah. My gratitude goes first to my supervisor, Dr. Tan Fee Yean, Senior Lecturer whose direction and efforts aided the outcome of this study. Her invaluable contributions, encouragement and assistance throughout this study will always be remembered.

Besides that, an honourable mention goes to my beloved husband, Mohamad Zubir Ghazali and my adored sons, Muhammad Darwish Anaqi and Muhammad Danish Aryan. Without their understandings and sacrifices, I would not have the strengths to complete this study. In addition, pray and love from my parents, Haji Omar Ahmad and Hajah Khadijah Walad, siblings and other family are very much appreciated and delightful. It is very grateful to have all of you in my life.

Finally, to all my dearest fellow friends who never give up in giving I support information and assistance in completing this study. Thank you very much for all and best of luck. A word of thanks also extends to those who have indirectly provided comments and helpful suggestion especially to all respondents of this study. Any other individual whom I have not recognized by name but who gave their support and cooperation, I give my sincere thanks.



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Figure 2.1 Big Five Model

Figure 2.1 Research Model



CHAPTER 1

INTRODUCTION

1.1 Background of Study

According to Gibbs (2000), the crucial issues of the job performance will be numerous in the coming decades. A continuing emphasis on organizational effectiveness, productivity, and increasing community pressures for quality of service, will focus attention on the link between human resources management practices and employees' performance. These pressures will require a much more strategic approach to performance management. Performance management is a continuous process of identifying, measuring and developing performance in organisations by linking each individual's performance and objectives to the organisation's overall mission and goals (Aguinis H., 2005).

Hunter and Hunter (1984) pointed out that job performance is an interest to the organizations because of the importance of high productivity in the organization. According to Marisson, Stein, Lincolon, Schmidt, Gage and Pitaff (2008), the importance of job performance can help employees understand the expected scope, key responsibilities, required knowledge and skills and duties of the job. In addition, the job performance is very important because it can support equitable evaluation of all employees doing the same job task (Marisson et al. 2008). Job performance also significant to increase the employees' job and make sure that communication between employees and their employer can be related and perform very well. For example, job performance will be used in assessing the duty that are given to the

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