EMPLOYEE MOTIVATION, WORKPLACE ENVIRONMENT AND WORKPLACE DIVERSITY INFLUENCE ON ORGANIZATIONAL PERFORMANCE

: A CASE OF YAMAHA ELECTRONIC MANUFACTURING .

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: A CASE OF YAMAHA ELECTRONIC MANUFACTURING .

BY
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A Thesis Submitted to the Ghazali Shafie Graduate School of Government
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This research studies the relationship between employee motivation, workplace environment and workplace diversity factors on the organizational performance of a manufacturing firm. The study is conducted at Yamaha Electronic Manufacturing (YEM), which is a Japanese based firms located in Ipoh, Perak, Malaysia. The primary objective is to identify the relationship between employee motivation, workplace environment and workplace diversity on organizational performance of YEM. At the same time, this study tries to highlight the current situation at the company in terms of employee motivation, workplace environment and workplace diversity. A quantitative research design were employed and data were collected using survey questionnaires. A total of 161 employees from various department and demographic background were randomly selected as a sample for this study. Upon data analysis, the result shows that all three variables do have a positive significant relationship with organizational performance. Employee motivation and workplace environment have stronger relationship with performance if compared to workplace diversity.
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CHAPTER ONE
INTRODUCTION

1.1 Background of the Study

In today’s global business environment, multinational corporations (MNC) face huge challenges in order to successfully survive in the current highly competitive international business market. As a consequence, MNCs should continuously improve their performance in order to remain competitive in their industry for a long period of time. Performance of the firm depends very much on the performance of the employees working at that company. According to Covey (2004), organizational performance is related to the development of personnel’s performance in terms of knowledge, skills and experiences of the employees. As a consequence, it is important to conduct a study on the factors that may influence organizational performance. Previous studies have identified many factors that may influence firm’s performance and three of them are employee motivation, workplace environment and workplace diversity.

Highly motivated employees are expected to directly influence the firm’s performance by contributing positively towards their work. Previous study proved that motivation of employees may increase if they get their expected reward and recognition that will initially contributes to high performance (Kalimullah et al, 2010). The employees will also put more effort for achieving organizations goal if they are motivated. Motivation actually can give success to organization because it enhances employees to do their work with full concentration and determination. Hence, there will be more output from the
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