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**THE INFLUENCE OF SELF-EFFICACY, TECHNOLOGY ADVANCEMENT,
ROLE AMBIGUITY AND WORK OVERLOAD ON EMPLOYEES'
PERFORMANCE**



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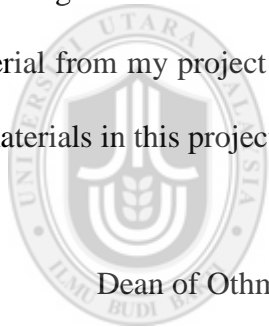
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Abstract

The alarming figure of poor performers in public service organization in Malaysia had caused the government to look into this matter seriously. The Exit Policy was introduced in 2015 as a management guideline to deal with the underperformers to the extent that they can be dismissed. However, factors that might influence employees' performance in public service organizations should be identified before these poor performers being punished. Thus, based on previous findings, this study was conducted to examine whether there are relationships between self-efficacy, technology advancement, role ambiguity and work overload towards employees' performance in public service organization, specifically in Ministry of Higher Education (MOHE) of Malaysia. 300 questionnaires were distributed to the respondents and 243 were returned. Due to convenient sampling technique that was conducted, the result showed that there was disparity in respondents' demographic data that might affect the result. Pearson Correlation was used to test the correlation between independent and dependant variables while linear regression was conducted to see the strength and direction of the relationships. The results showed that there was positive and strong relationship between self-efficacy and employees' performance, while a negative relationship established between role ambiguity and employees' performance. A positive relationship was also detected between technology advancement and employees' performance but no relationship was found between work overload and employees' performance. These three variables (self-efficacy, role ambiguity and technology advancement) were also considered as influential factors that affected employees' performance by 46.7 percent. Recommendations for future research were made to strengthen the sampling technique, as well as to identify other factors that might strongly influence employee's performance in public service organization.

Keywords: Self-efficacy, Technology advancement, Role ambiguity, Work overload, Employees' performance

Abstrak

Jumlah kakitangan awam berprestasi rendah di organisasi adalah kritikal. Ini menyebabkan pihak kerajaan telah mengambil langkah memperkenalkan Dasar Pemisah pada tahun 2015 sebagai panduan kepada pihak pengurusan dalam berhadapan dengan kakitangan berprestasi rendah tersebut, yang mana hukuman yang boleh dikenakan adalah sehingga dibuang kerja. Walau bagaimanapun, faktor-faktor yang mempengaruhi prestasi kakitangan awam perlu dikenal pasti sebelum mereka yang berprestasi rendah diberikan hukuman. Justeru, berdasarkan penemuan oleh kajian-kajian yang telah dibuat sebelumnya, kajian ini telah dilaksanakan untuk memeriksa sama ada wujud hubungan di antara efikasi sendiri, kemajuan teknologi, ketidaktentuan peranan dan beban kerja terhadap prestasi kakitangan awam, khususnya di Kementerian Pendidikan Tinggi di Malaysia. 300 soal-selidik telah diedarkan dan 243 telah dikembalikan. Disebabkan oleh teknik persampelan mudah yang digunakan, terdapat ketidakseimbangan data bagi maklumat demografi responden yang mungkin mempengaruhi keputusan kajian. Analisis Korelasi Pearson digunakan untuk menguji korelasi di antara pebolehubah bersandar dan tidak bersandar manakala Regresi Linear digunakan untuk menguji kekuatan serta hala tuju hubungan. Keputusan menunjukkan terdapat hubungan positif yang kuat di antara efikasi sendiri dan prestasi pekerja manakala terdapat hubungan yang negatif di antara ketidaktentuan peranan dengan prestasi pekerja. Kemajuan teknologi juga mempunyai hubungan yang positif dengan prestasi pekerja namun tiada hubungan ditemui di antara beban kerja dan prestasi pekerja. Ketiga-tiga pembolehubah ini (efikasi sendiri, ketidaktentuan peranan dan kemajuan teknologi) juga diiktiraf merupakan faktor yang mempengaruhi prestasi pekerja sebanyak 46.7 peratus. Saranan untuk kajian pada masa hadapan juga dibuat iaitu dengan mengukuhkan teknik persampelan serta mengenal pasti faktor-faktor lain yang mempunyai pengaruh yang lebih tinggi terhadap prestasi pekerja di organisasi perkhidmatan awam.

Kata kunci: Efikasi sendiri, Kemajuan teknologi, Ketidaktentuan peranan, Beban kerja, Prestasi kerja

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

People issues are critical for organizational success (Noe, Hollenbeck, Gerhart & Wright, 2012; Singh, 2010). Armstrong (2006), and Zahargier and Balasundram (2011) classified people who work in an organization or known as employees, as organization's most valued assets. Aguinis (2014) wrote that when employees' performance is congruent with the organization's goal, it will help the organization to gain a competitive advantage, and this view is shared by Greer and Plunkett (2007). In most organizations, there are specific department called the Human Resource Department (HRM), whereby its most important function is to maximize employee performance so that organizations can achieve their strategic goals (Johanson, 2009). Motowidlo and Van Scotter (1994) in their research highlighted that an organization's value can be measured through its employees' overall performance. Ensuring employee performance has not only become an important concern for companies all around the world but also has become a major research focus among organizational researchers especially in relation to occupational health and work, management and organizational psychology (Lerner & Mosher, 2008; Evans, 2004; Waldman, 1994; Campbell, 1990).

Numerous studies have been conducted on the topic of employee performance (Koopmans, Bernaards, Hildebrandt, Schaufeli, Henrica and Allard, 2011) and most of them were done in profit-based organizations, whereby employee performance is reflected by organizational performance and can be generally measured through

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