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

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Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
in Partial Fulfillment of the Requirement for the Master of Human Resource Management
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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


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

Alhamdulillah, all praises to Allah The Almighty who has granted me with a little perseverance in completing the report. I would love to express my deepest gratitude towards my family who have always been there whenever I needed them the most especially to my husband, Ahmad Nazrizaidi bin Muhamad who has supported me unconditionally. To my dearest Balqis Adanee, Amirull Imran and Badiha Addeena, hope this can inspire you to achieve more. Special thanks to my supervisor Associate Professor Dr. Faizunia h binti Pangil for the guidance and time spent. My ex-batch mate Puan Kama Azida, thank you for the tips and last but not least, to my boss and colleagues from the Ministry of Higher Education, thank you for making my dream comes true.
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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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REFERENCES


