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**THE RELATIONSHIP BETWEEN EMPLOYEE MOTIVATION, WORKING
ENVIRONMENT AND TRAINING WITH EMPLOYEE PERFORMANCE**



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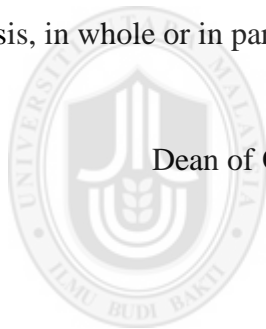
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Abstrak

Kajian ini bertujuan untuk mengenalpasti persepsi pekerja terhadap faktor-faktor yang mempunyai hubungan dengan prestasi kerja mereka. Terdapat tiga faktor pembolehubah bebas dalam kajian ini iaitu motivasi pekerja, persekitaran kerja dan latihan, manakala pembolehubah bergantung adalah prestasi pekerja. Kajian berbentuk kuantitatif ini menggunakan borang soalselidik yang diedarkan kepada 459 orang responden di ibu pejabat Bank XYZ yang terletak di Kuala Lumpur. Sejumlah 308 borang soalselidik telah dikembalikan untuk data analisis melalui analisis deskriptif dan kolerasi. Dapatan kajian menunjukkan bahawa ketiga-tiga pembolehubah bebas mempunyai hubungan yang signifikan dan positif dengan prestasi pekerja. Persekitaran kerja ($r=0.630$, $p<0.01$) dan latihan ($r=0.540$, $p<0.01$) dilaporkan mempunyai hubungan yang signifikan dan kuat dengan prestasi pekerja. Motivasi pekerja didapati mempunyai hubungan yang signifikan tetapi sederhana dengan prestasi pekerja ($r=0.423$, $p<0.01$). Implikasi kajian serta cadangan untuk kajian masa hadapan turut dibincangkan.

Kata kunci: Prestasi Organisasi, Motivasi Pekerja, Persekitaran Kerja, Latihan dan Pembangunan, dan Penglibatan Pengurusan

Abstract

This study aimed to examine employees' perceptions on factors relating to employee performance. Three independent variables were involved in this study namely, employee motivation, work environment, and training, whilst the dependent variable was employee performance. This was a quantitative study using questionnaires which were distributed to 459 respondents working at the headquarters of Bank XYZ located in Kuala Lumpur. 308 questionnaires were returned for data analysis using descriptive analysis and correlation. The findings reported that there were significant and strong relationships between working environment and employee performance ($r=0.630$, $p<0.01$) and between training and employee performance ($r=0.540$, $p<0.01$). The result showed that there was a significant and moderate relationship between employee motivation and employee performance ($r=0.423$, $p<0.01$). Implications of the findings and future research were also discussed.

Keywords: Perception, Employee performance, Employee Motivation, Work environment, Training, and Management Involvement

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter presents a brief introduction on the variables in this study. The background of the study, problem statement, research questions, research objectives and significance of the study will also be discussed. The purpose of this study is to examine the relationship between three independent variables namely employee motivation, work environment and training, with the dependent variable which is employee performance.

1.2 Background of the Study

Human resource is the backbone and the key to a successful organization. Past studies have stated that good management of human resource can increase and sustain competitive advantage of the organization (Khan 2010). Strategic human resource management can help the organization to attain the optimal use of resource and contribute to effective and continuous achievement of the organization.

According to Lee and Lee (2007), good human resource management in the organization will able to utilize the resources to the optimum and this will help the organizational to achieve its goals. The organizational goals will affect employees' performance. When employees in the organization are performing well, it will help the organization to attain goals. Employee performance is influenced by various factors

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