The copyright © of this thesis belongs to its rightful author and/or other copyright owner. Copies can be accessed and downloaded for non-commercial or learning purposes without any charge and permission. The thesis cannot be reproduced or quoted as a whole without the permission from its rightful owner. No alteration or changes in format is allowed without permission from its rightful owner.
THE RELATIONSHIP BETWEEN EMPLOYEE MOTIVATION, WORKING ENVIRONMENT AND TRAINING WITH EMPLOYEE PERFORMANCE

AZLIANA RASHIDAH BINTI ABD RAHAMAN

MASTER OF HUMAN RESOURCE MANAGEMENT
UNIVERSITI UTARA MALAYSIA
2018
Saya, mengaku bertandatangan, memperakukan bahawa
(I, the undersigned, certified that)

AZLIANA RASHIDAH BINTI ABD RAHAMAN (MATRIX NO: 811978)

Calon untuk Ijazah Sarjana
(Candidate for the degree of)
MASTER OF HUMAN RESOURCE MANAGEMENT

Telah mengemukakan kertas penyelidikan yang bertajuk
(has presented his/her research paper of the following title)

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

Seperti yang tercatat di mukasurat tajuk dan kulit kertas penyelidikan
(as it appears on the title page and front cover of the research paper)

Bahawa kertas penyelidikan tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan memuaskan.
(that the research paper acceptable in the form and content and that a satisfactory knowledge of the field is covered by the project paper).

Nama Penyelia : NORIZAN BT. HAJI AZIZAN
(Name of Supervisor)

Tandatangan : _____________________________
(Signature)

Tarikh : 11 JANUARY 2018
(Date)
Permission to Use

In presenting this thesis in fulfilment of the requirements for a postgraduate degree from Universiti Utara Malaysia, I agree that the Universiti Library may make it freely available for inspection. I further agree that permission for the copying of this thesis in any manner, in whole or in part, for scholarly purpose may be granted by my supervisor(s) or, in their absence, by the Dean of Othman Yeop Abdullah Graduate School of Business. It is understood that any copying or publication or use of this thesis or parts thereof for financial gain shall not be allowed without my written permission. It is also understood that due recognition shall be given to me and to Universiti Utara Malaysia for any scholarly use which may be made of any material from my thesis.

Requests for permission to copy or to make other use of materials in this thesis, in whole or in part, should be addressed to:

Dean of Othman Yeop Abdullah Graduate School of Business
UUM College of Business
Universiti Utara Malaysia
06010 UUM Sintok
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
Acknowledgement

Syukur Alhamdullilah kehadrat Ilahi for the blessing and the strength that Allah has given me while working on this research.

My deepest gratitude and sincere thanks to Puan Norizan Binti Haji Azizan, who had agreed to be my supervisor and adviser. Her knowledge and guidance have greatly helped me at all steps in the process of preparing and submitting this research paper.

I’m also obliged to record my sincere appreciation and gratitude to my mother Puan Hajjah Maimunah Binti Binti Yahaya and family who had granted me with the neverending support and encouragement throughout the process of completing this research paper.

Last but not least, my sincere thanks to my friends who have given their relentless support and advice, and to those who assisted in the process of preparing this paper and given me full support from beginning until the end, especially employee at XYZ Bank.

Finally, I’m grateful to all who had either directly or indirectly been very supportive and helpful in making this research a success.

Thank you.
# Table of Contents

TABLE OF CONTENTS........................................................................................................... V

LIST OF TABLES .............................................. ERROR! BOOKMARK NOT DEFINED.

LIST OF FIGURES ............................. ERROR! BOOKMARK NOT DEFINED.

LIST OF APPENDICES .......... ERROR! BOOKMARK NOT DEFINED.

GLOSSARY OF TERMS ............. ERROR! BOOKMARK NOT DEFINED.

CHAPTER 1 ................................................................. 1

INTRODUCTION................................................................. 1

1.1 Introduction ................................................................. 1

1.2 Background of the Study ........................................... 1

1.3 Problem Statement .................................................... 3

1.4 Research Questions ..................................................... 5

1.5 Research Objectives .................................................. 5

1.6 Significance of the Study ............................................ 6

1.7 Definition of the Key Terms ......................................... 6

1.8 Scope of the Study ...................................................... 7

1.9 Organization of the Research Paper ............................ 7

1.9 Summary ........................................................................ 8

CHAPTER 2 ................................................................. 10

LITERATURE REVIEW................................................................. 10

2.1 Introduction................................................................. 10
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Introduction</td>
<td>33</td>
</tr>
<tr>
<td>5.2</td>
<td>Conclusion and Discussion</td>
<td>33</td>
</tr>
<tr>
<td>5.3</td>
<td>RECOMMENDATIONS</td>
<td>37</td>
</tr>
<tr>
<td>5.4</td>
<td>Suggestions for Future Research</td>
<td>38</td>
</tr>
<tr>
<td>5.5</td>
<td>Summary</td>
<td>38</td>
</tr>
<tr>
<td></td>
<td>REFERENCES</td>
<td>39</td>
</tr>
</tbody>
</table>
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
The contents of the thesis is for internal user only
REFERENCES


The Star (2017). XYZ Bank 2016 pre-tax profit up 39.5% to RM67m, Thursday, 22 Jun 2017. Retrieved on 1/1/2018
https://www.thestar.com.my/~media/online/2017/06/22/06/03/sme-bank-md-mohd-radzif-mohd-yunus.ashx/?w=620&h=413&crop=1&hash=02B0748F5E0C470881CEECBD2A7A9BDBC33886E3


