

**THE IMPACT OF WORK MOTIVATION, COMPETENCY, PERSONALITY AND
TRAINING TOWARDS EMPLOYEE PERFORMANCE AT PET FAR EASTERN
(M) SDN. BHD.**

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**Report submitted in fulfilment of the requirement for the degree of Bachelor of
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DECLARATION

I declare that this thesis entitle “ The Impact of Work Motivation, Competency, Personality and Training toward Employee Performance at PET FAR EASTERN (M) SDN. BHD” is the result of my own research except as cited in the references. The thesis has not been accepted for any degree and is not concurrently submitted in candidate of any other degree.

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DEDICATION

To my parent Mr. Ab. Latib bin Taib and my loving mother Mdm. Sharifah Nor Hapisah binti Syed Ali for nursing me with affections and love, to my brother and sisters I love you all and to my friends I love you all sincerely.

ABSTRACT

The final year students of Universiti Teknikal Malaysia Melaka (UTEM) are compulsory to undergo and completing the research study which is “Projek Sarjana Muda” (PSM) for a duration of four months which consist of two semester. The objective of this research study is to expose students how to prepare and do real research studies in bachelor. Apart from that, the study is to examine the impact of work motivation, competency, personality and training towards employee performance at PET FAR EASTERN (M) SDN. BHD. In this study is more focused on the impact that influences employee performance in terms of work motivation, competency, personality and training among employees at PET FAR EASTERN (M) SDN. BHD. This study used the quantitative analysis by using questionnaires as the research instrument. The data obtained are transmitted to 132 respondents at PET FAR EASTERN (M) SDN. BHD through a questionnaire. The data collected will be analyzed using Statistic Package for Social Science (SPSS) For Windows Version 23.0 SPSS.

Keywords : Employee performance, work motivation, competency, personality, training

ABSTRAK

Pelajar tahun akhir Universiti Teknikal Malaysia Melaka (UTEM) adalah wajib menjalani dan menyelesaikan kajian penyelidikan iaitu "Projek Sarjana Muda" (PSM) selama empat bulan yang terdiri daripada dua semester. Objektif kajian ini adalah untuk mendedahkan pelajar bagaimana untuk mempersiapkan dan melakukan kajian penyelidikan sebenar dalam sarjana muda. Selain itu, kajian ini adalah untuk mengkaji kesan motivasi kerja, kecekapan, personaliti dan latihan ke arah prestasi pekerja di PET FAR EASTERN (M) SDN. BHD. Dalam kajian ini lebih tertumpu kepada kesan yang mempengaruhi prestasi pekerja dari segi motivasi kerja, kecekapan, personaliti dan latihan di kalangan pekerja di PET FAR EASTERN (M) SDN. BHD. Kajian ini menggunakan analisis kuantitatif dengan menggunakan soal selidik sebagai instrumen kajian. Data yang diperoleh dihantar kepada 132 responden di PET FAR EASTERN (M) SDN. BHD melalui soal selidik. Data yang dikumpul akan dianalisis menggunakan Pakej Statistik untuk Sains Sosial (SPSS) Untuk Windows Version 23.0 SPSS.

Kata kunci: Prestasi pekerja, motivasi kerja, kecekapan, keperibadian, latihan

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CHAPTER 1

INTRODUCTION

1.1 Background

Nowadays, there are various challenges faced by the public sector and private sector to ensure productive performance. The performance of government and private civil servants should be within a certain level of competency and work efficiency in order to attain that objective. Many steps, such as training, work motivation, efficiency and personality can enhance employee performance. Workers are the key variables determining the achievement of the organization in a competitive setting and competition (Yahya, 2012).

This chapter will be designates all about problem statement, research objectives, research question, significance of study and scope of study. The topic of this study is about “The Impact of Work Motivation, Competency, Personality and Training towards Employee Performance at PET FAR EASTERN (M) SDN. BHD”.

Work performance is described as a process where the manager is accountable for ensuring that the workers ' actions and productivity align with the organization's objectives (Neol, 2009). According to Spector (2003), good

work performance can increase the productivity of organizations that will directly enhance the economy of the country. Otherwise, driven employees will trigger weakness in the management structure of an organization owing to absence of engagement during the task (Azlinda Jaini, 2013).

Therefore, this study tends to examine the level of understanding regarding the impact that can influence employee performance, the factor and the problem that the organization faced to improve an employee performance at PET FAR EASTERN (M) SDN. BHD.

1.2 Problem Statement

Employee performance it's about organisational alignment goals with the accepted policies, abilities, skills specifications, development plans and results delivery of the employees. Performance of employees is a capability feature and motivation, where capacity consists of the abilities, training and resources needed to accomplish a job and motivation is defined as an internal force that motivates individuals to act on something. The factor can affect the efficiency of employees that can help the organization to achieve the targeted.

Nowadays, there have a lot of the problem that faced by the organization such as lack of motivation, lack of training, competency and personality. From this problem it can give impact to the organization. Motivation is also one of the most crucial factors in determining the conduct of someone, including workplace behaviour. The achievement of an organization relies on largely on the achievement of an employee in the organization. Furthermore, the employee's performance will be affected by inner and external variables such as encouragement, encouragement from peers and employers, wage increases, job policy exchange and other associated variables.

This study investigate the impact of work motivation, competency, personality and training towards employee performance at PET FAR EASTERN (M) SDN. BHD.

1.3 Research Question

This study is to observe how work motivation , competency , personality and training can impact employee performance at PET FAR EASTERN (M) SDN. BHD. The question is as below :-

1. What the factors that influence employee performance at PET FAR EASTERN (M) SDN. BHD?
2. What the problem that faced by the organization to improve an employee performance at PET FAR EASTERN (M) SDN. BHD?
3. What the impact of employee performance at PET FAR EASTERN (M) SDN. BHD?

1.4 Research Objectives

The general objectives of this study are outlined below:-

1. To identify the factors that influence of employee performance.
2. To identify the problem that faced by the organization to improve an employee performance.
3. To determine the impact that influence of employee performance.

1.5 Significance of Study

This study was focused to discover the impact of work motivation, competency, personality and training towards employee performance at PET FAR EASTERN (M) SDN. BHD. The importance of this study focuses on

what factors can affect the worker's performance from the perspective of work motivation, competence, personality and also training that can increase employee productivity apart from improving organizational productivity. This study also conducted to revealing the problem that faced by the organization to improve an employee performance at PET FAR EASTERN (M) SDN. BHD. An organization requires employees to unite their efforts to achieve the desired goals. The main thing the business requires from its staff is the employees' job performance in accordance with the organization's norms. Worker performance will affect the organization and also the employees. Therefore, in this study focusing on the impact of employee performance at PET FAR EASTERN (M) SDN. BHD.

1.6 Scope of Study

Scope of this study is to know the impact of work motivation, competency, personality and training towards employee performance at PET FAR EASTERN (M) SDN. BHD. The researcher choose PET FAR EASTERN (M) SDN. BHD because the location of this organization around the researcher house, so that might be easy to researcher collect the data in term of time, cost and location. Other than that, it also make researcher easy to observe survey and distribute questionnaire easily.

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

In this chapter the literature of the impact of motivation, competency, personality and training towards employee performance at PET FAR EASTERN (M) SDN. BHD have been discussed. Throughout this chapter will be deliberates the perceptions and findings of the topic from previous study and authors. The variables also explained and discusses. Other than that, the researcher also provided the theoretical framework proposed that related to the objective of the study.

2.1 Employee Performance

Organizational performance is an organisation in order to attain more effective objectives (Venkatraman & Ramanujam, 1986). According to Dessler (2000), Work performance relates on how an employee acts and contributes to behaviors that are connected with the goals of the organization in which job performance also relates to the duties and duties that must be performed as an employee task. Jewel & Siegal (1990) He indicated that the performance was the outcome of the extent to which organization employees did the work to fulfill his organization. Other than that, the extent to which a individual conducts his or her tasks and responsibilities (Sign et al, 1996). Employee performance can be described as an employee's job performance on the work. It is considered the significant element in the achievement of the organization. According to Otley (1999), Organizational achievement and productivity depend on the performance of the worker. One of the elements that can measure the efficiency of employees through their productivity level. Some research has introduced multiple methods for assessing the efficiency of employees (Wong and Wong ,and Prajogo 2007).

Meanwhile, according Sedarmayanti (2007), Employee performance results from staff job through a management process or a whole organization, the results of which can be demonstrated and analyzed in concrete terms. According to Gomes, Faustino & Cadoso (2003), Employee performance comprises of quality indices at work, work amount, job knowledge, cooperative skills, reliability, initiative, personal skills. There are several elements affecting employee performance from self-internal factor, inner organization, and organization of external factors. Example of self-internal factors that could affect employee performance such as work competency, personality, job satisfaction, work culture and so on.

So, human labor is the important factors within an organisation or business in order to attain the organization's goals and objectives. This is because manpower is one of the main factors in attaining the objectives set by achievement determinants or no organization. Therefore, if an organization

does not give priority for employee motivation, the organization itself will be harmful (Steer,1998).

2.2 Work Motivation

Motivation is a topic that is often discussed in both management and education programs. This is because motivation is related with human behaviour that is positive and negative. Good and outstanding achievement is correlated with a person with elevated motivation. Other than that, if the quality of work is low, an employee is said to be lowly motivated. According to Owen (1996), motivation is not an act, but an inner feeling that can not be perceived straight but can impact behavior. Mitchell (1982) stated that Motivation represents "those psychological mechanisms which trigger the excitement, direction and persistence of voluntary behavior aimed at." For an employee who works in an organization, motivation is important to achieve organizational goals and it will make him eager to perform his job. The high working spirit in employees can increase their performance. Therefore, employees will be formed also a commitment to achieve the established performance to succeed. Based on the description above, it shows that employee motivation has a significant relationship with performance (Stonner et.al, 1996). According to Colquitt et.al (2011), motivation has a powerful beneficial impact on job performance. People with greater levels of motivation also tend to have greater job efficiency. Hence, motivation is extremely crucial in an organization as it pertains to the willingness of worker to work and work motivation is one key of the variables that affect employee performance.

There are two kinds of motivation that are internal motivation and external motivation. Internal motive focuses more on the emotions and the willingness to advance the employee himself. Employees with elevated internal motivation will have a powerful desire to succeed within themselves. While internal motive is a desire that originates from the very exterior of the individual. Within the context of an employee, they will need more benefits

as a consequence of the job they do in an organization they are participating in. Motivation is derived from a worker's attitude in addressing job situations in an organization. Motivation is also a force that drives a individual more towards an organization's objective. According to Mangkunegara (2005), the attitude of a favorable employee toward a worker will improve their motivation to attain highest job efficiency. Furthermore, according to Hasibuan (2008), inner motivation can create an worker more motivated to work with other peers to attain organisational objectives.

2.2.1 Types of Motivation

Booth (2004) he pointed out that motive is the force that forces us to act. It leads to hard work and success. Booth (2004) He added that motivation affects our actions and our potential to attain goals. In the opinion of Curvin (2004), Motivation is directly related to productivity. He added that unless the employees is highly disciplined, unless they are motivated, they will never be productive. Curvin (2004) he went on to say that there are many distinct types of motivation, each having its own distinctive behavioral impact. He further clarified that no single motive works for everyone and that people's personalities differ and Hence the kind of motivation that is most effective in inspiring their behaviour. Some types of motivation are as follows:

I. Achievement

This is a person's motivation to achieve goals (Bouma, 2003). Every man's desire for accomplishment is inherent, but not all people see achievement As motive for them. They are motivated by an objective. They are ready to go as far as possible to achieve its objective (Bouma, 2003). The complexity of the objective depends on the perception of a person. The words ' simple ' and ' complex ' are solely related to us. It may seem impossible for

someone else to accomplish what one individual thinks to be an simple objective. However, if your motivation is successful, your objectives will become increasingly complex as time passes (Bouma, 2003).

II. Socialization

Carr (2005) stated that some individuals think socialization is their primary motive. This is particularly obvious in peer pressure cases. Some individuals are prepared to do everything within a group structure to be treated as equals. The concept of acceptance of a group of individuals is their motive to do some items (Carr, 2005).

III. Incentive Motivation

Rewards are part of this motivation (Carsely, 2000). People who believe they are will be rewarded there's something to do encouraged to do their utmost to attain a certain goal (Carsely, 2000). While motivation for accomplishment is concentrated on the objective itself, motivation for incentives is motivated by the reality that the objective will bring advantages to individuals. Incentive motivation is used in businesses through bonuses and other forms of assistance for extra job (Carsely, 2000).

IV. Leadership Opportunities

Riel (2010) Specified that if organizations are unable to give top management semi -performing employees, they can still provide them with compensation. He added that promoting the finest employees in senior roles could encourage them to pursue their outstanding work.Riel (2010) once

again stated that this could help retain large employees by presenting new challenges to them. Those who are bored in their present jobs will quickly discover more vibrant employment possibilities elsewhere (Riel, 2010).

V. Recognition

Babbie (2004) pointed out that recognizing a well performed job is an excellent way to encourage workers. Recognition costs executives nothing and can mean everything for staff who's feeling underestimated. Babbie (2004) he added that the praise should not be extravagant or excessive, but should be followed up by staff and openly acknowledged.

VI. Properly assigned tasks

Babbie(2004) Commented that if the human resources office did a bad job in assigning the correct individual to the correct location, employees could lose their motivation. After all, he stated anyone who is overqualified for a job or who feels great than his present situation is not going to be motivated to work.

VII. Employee Appraisals

For his part, Smith (2010) stated that Employee evaluation is very essential, it anchors the reward that the staff gets for his or her excellent results and therefore motivates him or her to do their utmost. Smith (2010) added that the assessment should be carried out based on the needs of the employee and not on company policy.

VIII. Meeting Employees Expectations

Baker (2005) He indicated that if the worker did something excellent and expected something in exchange, then he could lose motivation less than he expected. Baker (2005) He clarified that organizations should verify that they assess the expectations of their staff to satisfy them. Ivy (2001) For her portion, she summarized the gratitude or recognition of a job well performed, knowledge of business issues, understanding of leadership, job security, excellent salaries, exciting job opportunities, career advancement, loyalty of the leadership, excellent working circumstances and factors that motivated tactful discipline staff in organisations.

2.3 Competency

According to Boyatzis (2008), it described competencies as an inherent feature of an individual that might be a motivation, a trait, a skill, an aspect of one's self-image, a social role, or a body of understanding that he or she utilizes. These features are demonstrated in visible and recognizable attitudes. In terms of job efficiency and typically include understanding, skills and abilities. In a different sense, competencies are specified as the mean of 'capacity to execute a job function to a defined standard with regard to actual working settings.'

According to Dingle (1995), competence is a mixture of understanding, skills and consciousness. Within this definition, knowledge relates to the understanding of the basic values needed to carry out the job in hand, competence relates to the implementation of this understanding and consciousness relates to the correct implementation of skills in accordance with the "excellent practice" of the professional and corporate.