

A Study on Employee's Motivation towards Employee Performance in Private University, Selangor, Malaysia

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Abstract

Human Resource is considered main asset in an organisation because the employees are the one that will contribute in productivity of the organization. Motivation and performance of the employees are crucial in determining the effectiveness of an organization. Many factors affect employee performance in the long run. This paper will evaluate and identify the factors that influence employees' performance. This paper aims to analyze four factors which are, working environment, motivation, personal problem and training. The data has been presented in the form of frequency tables and the histogram chart. The data has been analysed to see whether it meets the objectives or not. A total of 175 employees from SEGi University were the respondents of the present study. Therefore, the findings shows that, two variables which are working environment and motivation that have significant relationship on employees' performance. Overall, the findings of this research will assist to an effective and better implementation for future researcher on the factors influencing employees' performance.

Keywords: employee's motivation, employee performance, private university, Malaysia

1. Introduction

Managing performance a basic center of action HR. An all-around created techniques to perceive and enhance the performance of individual exertion and center can be a solid impact on sensible results. The issue is to figure out what procedures, apparatuses and conveyance systems, it will enhance the work of your association, and figure out which are best maintained a strategic distance from. This demonstrates driving associations are doing to deal with the performance of their workers and how they convey results (Selvanathan, 2015).

The problem assertion is about factors affecting employee performance at job in the educational industry in Malaysia. This research will concentrate on educational sector to find out their performance and factors affecting them. Moreover, dealing with performance problems, and disciplinary action are two of the most breakdown and intense challenges that must be faced management. Similarly, representatives of the trade union too often engage in time-consuming task of protecting individual employees who are disciplined, through the provision of other services to the entire membership. This study examines the problems associated with the traditional approaches work, discipline problems and schemes are several strategies that allow management and union representatives in order to solve these problems more effectively.

In many cases, employees carry out below the usual, because they do not receive prompt and exact feedback on their presentation. The important step is increasing of productivity accurately to identify work expectations (Selvanathan, 2015). Development plans of work for certain employees, along with measurable standards of execution and expected the reporting mechanism can significantly help with an expectation explanation. Besides that have a few factors when the productivity of employees is decreasing. It may happen when in the organization employees having conflicts of interest, sexual harassment, safety infractions, and so on. In addition, when there were numerous insignificant violations of the rules of the company, rules, or problems with a productivity which did not answer on, not disciplinary the correcting actions, for example, insignificant violations of safety, casual non-obedience, without amendment of delay or continuation bad quality of production.

The review of the reasons of bad work allows to operate and to define the best approach to a solution. At this

stage, the level of cooperation between workers and managements will be the most serious tests as the parties will be tempted to fall in traditional, competitiveness of behavior models. At this stage they have to be objective and to recognize that they have a mutual interest in search of the best decision for all parties concerned.

1.1 Research Objectives

In this section we will identify our research objectives which are follows:

- 1) To find the relationship between working environment and employee performance.
- 2) To find the relationship between motivation and employee performance.
- 3) To find the relationship between personal problems and employee performance.
- 4) To find the relationship between training and employee performance.

1.2 Significance of Research

The significance of this research is that, by understanding the importance of employee performance in the SEGi University management may improve and grow a business. Moreover, knowledge could provide with valuable information and guidance to management. The data in this research could provide an extensive understanding of performance in the company. It can effect on as managers and heads will put participation of employees into corresponding to perform operations in the organization. The real research will provide the first view of an inclusiveness the lower levels of management with a view to much more extensive research, which natural continuation of this research. Besides, the results of this research can support a new method of data collection, providing a unique approach to studying this problem.

The motivations for choosing this topic area because it is still not yet a fully developed strategy that businesses may adopt in the organization. Because humans as a tool in the organization sometimes difficult to control in getting success in the company. The information related to human resource is very common therefore making our study relevant to gain more information on this significant human resources strategy.

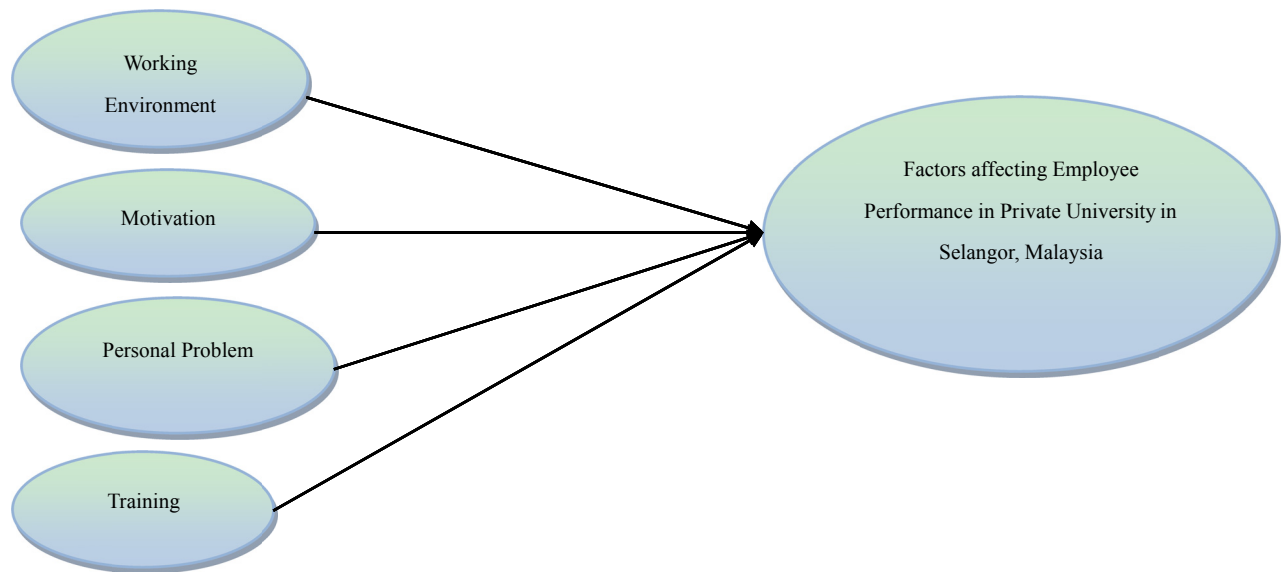
The market targeted is a very vast one as it is related to every employee in SEGi University. Therefore when carrying out the distribution for our questionnaires we chose SEGi University in Kota Damansara, Malaysia as our research grounds. The targeted audiences were full-time and part-time staff. The study was aimed at 175 people in the main campus and SEGi tower where specifically chose 175 people to survey and a total sample size of 175.

2. Literature Review

The literature begins with the extensive territory of numerous factors which can affect performance of employees in a working zone. According to some researchers and practitioners, factors which can affect performance of employees in a workplace are exclusive the nature and function of change of satisfaction with work, or systematic development or weakening of work on satisfaction. The researcher sought to find out influence of satisfaction from work on turnover of staff. This effect was weakened organizational stay and mediation the variable was focused on the future work. There are many other factors which can strengthen or reduce productivity of workers. There are certain factors, which individually and collectively influence on the performance of employees. The relations between them it is found in this research. Independent variables working environment, motivation, personal problems and training. Besides dependent variables contain employee work performance.

Performances can be divided in the organization as a job performance and the employee performance (Otley, 1999). Employee performance it is also known as work performance. Nevertheless, apparently, that work productivity, generally it is subjectively measured in the organizations and will seem that there are some alternative options. In this chapter, on the first distinctions between organizational and professional productivity it is made. After that concept of productivity of work it will be allocated, together with its measurement and its consequence.

2.1 Theoretical Framework



Sources: Foot & Hook (2005), Otley (1999), Armstrong & Taylor (2014).

2.2 Employee Performance in the Organization

According to Otley, the performance of the organizations depends on the performance of employees (work productivity) and other factors, such as environmental organizations. The distinction between organizational and professional performance is obvious. The organization which works well is what successful achievements of the purposes, in other words: one which effectively realizes the corresponding strategy (Otley, 1999) and work productivity is the only result of the work of the employee (Hunter, 1986). The thesis to provide communication between the motivation of employees and their productivity, organizational productivity is beyond this research, and only productivity of work is addressed (Selvanathan, Selladurai, Gill, Kunasekaran, & Tan, 2016).

A good employee performance is important for the organization. Because an organization's success is dependent upon the employee's creativity, innovation and commitment (Ramlall, 2008). Well performances of workplaces and growth of labor productivity, are also important in the stabilization of our economy; by means of improvement of life, salary increase, an increase in the goods available for consumption (Griffin, Welsh, & Moorhead, 1981). Griffin also dispute that therefore research individual work of the employee important for society in general.

Nevertheless, work performance more than ability only worker. Lindner (1998) treat the administrative party of work Lindner (1998) adds to this statement, claiming that overall performance of employees can be perceived as "receiving external means". According to Vroom (1964) performance of the worker on the basis of the individual factors, namely: personality, skills, knowledge, experience and abilities. Many researchers agree that productivity of work shares on these five factors (for example, Hunter, & Hunter, 1984). Some Researchers claim, what even the identity of the person has a more specific role in labor productivity (Barrick & Mount, 1991). According to various researchers, it is not that productivity precisely means, but as it consists and as it is measured (Furnham, Forde, & Ferrari, 1998; Barrick & Mount, 1991).

Many researchers have tried to sort out the relations between innovative behavior of employees at work and a role of performance and results of the image. The dependent variable is innovative behavior while independent variables on the expected results and results of the image. The questionnaire is used for data collection. The statistical analysis becomes by means of an average and correlation. The research is based on regular employees and their direct head in SEGi university in Malaysia.

Works of employees' quality of an exchange, the leader and results of performance of work and satisfaction from work depends on target orientations of employees. There are a number of variables which can affect productivity of employees at work. It includes an independent variable as target orientations of workers; dependent variables as results of performance of work. Intermediary the variable is also present at this scenario. Data were collected

through questionnaires. The analysis of data is carried out with the help Cronbach's alpha, Pearson's correlation and the regression analysis. This research is conducted in education in Malaysia at SEGi University. These data offer that efficiency of workers to increase at work when they receives personal attention and strong reaction from the head. Relation of the manager very important in this regard. The role of supervisory authorities, but it is not important in a raising of overall performance of employees at work.

2.3 Relationships between Working Environment in the Organization and Employee Performance

Environments of the organization consist of a social and material element. Social the element consists of other organizations and groups of people, such as regulators, customers and suppliers. Material an element consists of two natural resources on which many companies depend also natural powers, which can have an impact on the ability of many companies to work. The structure of the organization has to make from the external conditions connected with the working environment (Mateo, Roberto Hernández, Jaca, & Blazsek, 2013). Robey and Sales (1994) state that there are two fundamental ways in which the environment can affect an organization. Firstly, the working environment can be seen as a source of uncertainty for the organization or, secondly, it can be seen as a source of resources.

In actual practice existence of resources and deliveries can fluctuate depending on natural powers or problems with suppliers. Demand at the exit seldom organizational structure in regulators, suppliers, clients, competitors the market. Moreover, stable and predictable in connection with change of tastes and fashion or advertizing campaigns of competitors. All these factors lead to increase in ecological uncertainty which Robey and Sales (1994) defined as lack of a pattern in elements of the environment in the organization.

The resources that the environment provides for the organization includes friendly atmosphere, raw materials, labor, machinery, technical expertise and financial resources. Organizations depend on the environment for resources to differing degrees. Some organizations, for example, there is a minimal need of raw materials, while others depend entirely on their continuous supply. Meanwhile, some of the resources to be a higher level of requirements than others, which means that there will be a more competitive company, trying to ensure their supply (Gachter, Savage, & Torgler, 2013).

Exposure to the work environment can be either positive or negative, and it can play a major role in the activities of employees. When the employer provides the comfort of their personnel, technology, good and friendly environment, so employees who are ready to do the job (Formankova & Krizkova, 2015). In addition, an improved working environment to increase employee performance. For example, the University of Segi, which provides for each lecturer technology such as laptops, good Internet, software to make their work easy. Also organization security for their workers and customers.

2.4 Relationship between Motivation and Employee Performance

The motivation of the work emphasizes the expectations and subjective assessment of people with the consequences of alternative actions in the workplace (Bloch, Leonard, & Marsden, 1999; Do Paco, & Cláudia Nave, 2013; Kanfer, 1994; Locke, 1997). Motivation, ability and work environment are extremely important and usually determined by the activities of employees. If an employee lacks the ability, the manager can offer training or to replace a worker. If the working environment a problem, manager can make changes to promote greater work (Chris Zhao, & Zhu, 2014).

However, if the motivation - a problem the manager's job is more difficult to target success, includes a number of related attitudes, values and needs: the need for success, desire to stand out, to move, to succeed, a willingness to take responsibility and concern for task (Wainer & Rubin, 1969), high performing employees can make the difference in the organization Bhatti, Aslam, Hassan, & Sulaiman (2016). A set of factors that lead people to behave in certain ways, known as motivation (Steers & Porter, 1987). For an organization to be effective, participants must submit their behavior to high quality performance. According to Campbell and Pritchard motivation refers to:

- The direction of human behaviour.
- The strength of the behavior;
- The persistence of behavior.

So motivation is very important because of its importance as a determinant of work and because of its intangible nature (Sullivan, 1988). Motivation should be considered as a social process. Liability management is to make employees feel useful and important at work, ensure recognition and facilitate the satisfaction of social needs of workers.

2.5 Relationships between Personal Problem and Employee Performance

Employees do not leave their personal problems at home when they go through the office. Employees who have problems with substance abuse, depression, stress, anger, finances, divorce, etc. often they bring their problems to the workplace that may affect their quality of work and working environment in a negative way.

It is important for managers to work with the employees in creation actually labor relations therefore when there are problems, the corresponding steps can be accepted for their decision, and is not present. For example, if the worker feels the relations with the manager is too rigid, they can be afraid or ashamed to recognize that they have the problems affecting work though all signs and symptoms of the main problem exist in them worsens seriously, each employee knows where they stand in connection with their efficiency, and the manager isn't perceived as "collecting on" and the employee when their productivity decreases is sure (Timming & Johnstone, 2015). The manager will be expected, to take measures when the policy is broken when productivity falls or when the worker threatens (Smallwood, 2009).

2.6 Relationships between Training and Employee Performance

The purpose of training is providing employees to correspond future requirements of the organization in expert and administrative levels to achieve the objectives of the organization (Zwick, 2015). In any organizational level, training is very important to satisfy the corporate purposes. It includes universities were defined preparation constants for achievement of the organizational aims. According to Lane and Robinson (2009) have opinions that training has a positive impact, it is effective, for achievement of optimum productivity in the archive of the corporate purposes of the organization. Training allows the staff of the university, such as those, SEGI University to have the best understanding of work and the quality of work.

According to Lane and Robinson (2009) employee's productivity growth within the worker and the organization can often stimulate training consequences. The training SEGI University staff gives to independent a prophecy of the strengthened production employers, development the employee is an equal decrease in operational costs, results in bigger loyalty to the organization. Also increases of satisfaction with work. Besides, he says that training consequences on productivity of the worker are included also by excess of expectations, cross training of the personnel, training of employees for promotion, preservation of safe working environment and reduction of mistakes (Voegtlin, Boehm, & Bruch, 2015).

3. Results

To test the internal consistency of the variables measured, a reliability analysis was conducted. In order to measure the reliability of Cronbach's Alpha value, guidelines from George and Mallery (2003) was used. These were as follows: In order to measure the reliability of Cronbach's Alpha value, guidelines from George and Mallery (2003) was used.

These were as follows:

Values Greater than 0.9 = Excellent.

Values Greater than 0.8 = Good.

Values Greater than 0.7 = Acceptable.

Values Greater than 0.6 = Questionable.

Values Greater than 0.5 = Poor.

Values Less than 0.4 = Unacceptable.

Table 1. Reliability analysis

	DV	IV			
	Employees' performance	Working environment	Motivation	Personal problem	Training
Cronbach Alpha	.670	.611	0.826	.685	.767
Number	7	7	6	7	6

The Table 1 shows that all the variables are reliable and the questions asked for each variable have a reliability higher than .60.

Table 2. Normality test

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	Df	Sig.	Statistic	df	Sig.
Employees_Performance	.164	175	.000	.957	175	.000

Table 2 shows the normality test result on the data and respondents. The Kolmogorov-Smirnov test was significant with a result of 0.000. This means the questionnaires were not normally distributed. Since the results are significant, z-value will be calculated to see if the violation is bad or the value is within range. For 175 respondents the z-value should be between -3.29 and +3.29.

Table 3. Correlation analysis

Correlations		Employees Performance	Working environment	Motivation	Personal Problem	Training
Employees Performance	Pearson Correlation	1	.593**	.595**	-.032	-.046
	Sig. (2-tailed)		.000	.000	.674	.543
	N	175	175	175	175	175
Working environment	Pearson Correlation	.593**	1	.697**	.023	.104
	Sig. (2-tailed)	.000		.000	.758	.172
	N	175	175	175	175	175
Motivation	Pearson Correlation	.595**	.697**	1	-.066	-.039
	Sig. (2-tailed)	.000	.000		.385	.611
	N	175	175	175	175	175
Personal Problem	Pearson Correlation	-.032	.023	-.066	1	.545**
	Sig. (2-tailed)	.674	.758	.385		.000
	N	175	175	175	175	175
Training	Pearson Correlation	-.046	.104	-.039	.545**	1
	Sig. (2-tailed)	.543	.172	.611	.000	
	N	175	175	175	175	175

Table 3 shows that there is a moderately positive relationship between employees' performance and working environment and it is significant. The Pearson correlation value was .593 and the significance was .000. Employees felt that a better working environment contribute to their performance and work become enjoyable when working environment is comfortable. Therefore, based on the results of correlation test ($r = .593$, $p < .05$), the null hypothesis is rejected.

There is a moderately positive relationship between employees' performance and motivation and it is significant as well. The significance was .000 while the Pearson value was .595 which reflect the consent of respondents that the more motivated they are, the better the performance of employees. Employees expressed how motivation improve their performance, when employees are motivated they tend to do their work effectively and finish their responsibilities before it's due. Motivated employees enjoy their work which improve their performance greatly. Hence, based on the results of correlation test ($r = .595$, $p < .05$), the null hypothesis is rejected.

As to the personal problems, there is no relationship between employees' performance and personal problems. The significance was .674 while the Pearson value was -.032 in which it shows that there is no relationship between the dependent variable and personal problem. Employees expressed that they have to perform professionally and separate their problem from work as much as possible. Majority stated that they have personal problem and they cannot let that affect their job, otherwise, the job will turn to be a problem at a later date. The test generated the results base on their response and showed that there is no correlation between the dependent variable and personal problem. Therefore, based on the results of correlation test ($r = -.032$, $p > .05$), the null

hypothesis is not rejected.

As to the training, there is no relationship between employees' performance and training. The significance was .534 while the Pearson value was -.046 in which it shows that there is no relationship between the dependent variable and training. Employees stated that there no training conducted by SEGi to improve their working performance as to how much they expected. The training provided however is not sufficient and employees consider it as a waste of time since it is not inadequate to them. Therefore, based on the results of correlation test ($r = -.534$, $p > .05$), the null hypothesis is not rejected.

Table 4: Multiple regression analysis

Model Summary ^b											
Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate	Change Statistics					
						R Change	Square Change	F Change	df1	df2	Sig. Change
1	.649 ^a	.421	.407		.32762	.421	30.878	4	170	.000	2.236

Table The value of r^2 is .421. It means that 42.1% of the dependent variable employees' performance is explained by the independent variables proposed in this research while the remaining 57.9% is explained by other variables. The Durbin-Watson value is 2.236, which reflect no autocorrelation between each of independent variables. Ideally, the value of Durbin-Watson should be in between 1 to 3.

H₁: There is direct relationship between working environment and employees' performance.

There is a relationship between working environment and employees' performance as the p-value is lower than .05 with a t-value of 4.410. It is sufficient to claim that there is a relationship between the dependent variable and working environment. A well build working environment for employees to work one is a reason to improve performance among employees. Employees tend to perform better in places and environments they like which provide them with comfort during work and help them last longer before leaving. From the above analysis, therefore, the null hypothesis is rejected.

H₂: There is direct relationship between motivation and employees' performance.

There is a relationship between the motivation and the employees' performance as the p-value is .000 with a t-value of 4.107. This shows that there is a good relationship between the dependent variable and motivation. Employees who are motivated perform effectively in the company and improve their performance at will. Employees tend to perform better when they are motivated because they believe everything can be handled will minimum problem faced. Therefore, the null hypothesis is rejected.

H₃: There is no relationship between personal problem and employees' performance.

There is no relationship between the personal problem and the employees' performance as the p-value is 0.676 with a t-value of 0.418. This shows that there is no relationship between the dependent variable and personal problem. Employees tend to separate their personal life from their work. Involving their personal problems in work will increase the pressure and decrease performance. Therefore, the null hypothesis is not rejected.

H₄: There is no relationship between trainings and employees' performance.

There is no relationship between the trainings and the employees' performance as the p-value is 0.219 with a t-value of -1.234. This shows that there is a no relationship between the dependent variable and trainings. A training in matters that are not related to employees' work is not going to help in improving their performance. Employees as well do not seem to take any consideration toward trainings provided by the university. From the above critical analysis, null hypothesis is not rejected.

Table 5. Summary of findings

Hypothesis	P-value	Beta coefficient	Result
H1 There is direct relationship between working environment and employees' performance	0.000	0.414	Supported
H2 There is direct relationship between motivation and employees' performance	0.000	0.348	Supported
H3 There is no relationship between personal problem and employees' performance	0.676	0.021	Not Supported
H4 There is no relationship between trainings and employees' performance	0.219	-0.054	Not Supported

4. Discussion and Conclusion

In conclusion of this research, we processed necessary data to make results for us, whether to analyze to know the opinion and the opinion of our respondents our dependent variable factors influencing overall employee performance, and our independent variables of working environment, motivation, personal problems and training.

The factors that will affect employee performance have been critically carried out. The company background, review, methods and data analysis using the SPSS software to find the hypothesis of a relationship between two variables and a frequency distribution were obtained for all the personal data. The result of the analysis shows that there is a relationship between working environment and employee performance. Also result shows the relationship between motivation and employee performance. The reliability test in the variables indicates a good result that will contribute towards a high performance in Private University in Selangor, Malaysia. The result obtained from the demographic sections shows that Private University in Selangor, Malaysia has more female than male employees. Moreover, the in the demographic section show that the single employees who is aged below 25 years and between 25-30 years, which means that at this level of human stage there are a lot of creativity and innovation that can be generated from different employees towards a productivity. So the role of job performance is required to boost their commitment to their duties.

The level of education in Private University in Selangor, Malaysia is standardized where there is a combination of SPM, diploma, bachelor's degree, masters and doctorate. Private University in Selangor, Malaysia specializes in taking up fresh graduate, by grooming them, the need of personal growth as a motivating factor is required to develop a leadership position. One of the basic factors that motivate employee deals on reward and promotion, the range of monthly income for employees can deactivate the employee from giving up their full commitment especially when the job duration of such employee is above 4 years. The need for promotion and increase in salary will boost their credibility towards high performance.

The result shown on the reliability indicates a valid and right response which will enable to run the hypothesis and to the correlation of variables to decide the relationship between the variables. The result in correlation and regression analysis signifies the importance of the relationships between the independent (working environment) and dependent (employee performance) variables discuss in this study. The hypothesis relationship between working environment and employee performance shows that the correlation is significant which show a positive relationship meaning that when the employee is committed the result of job performance is put in place. In addition, correlation result and regression analysis shows the relationship between motivation and employee performance.

According to Bartels et al. (2007) one can identify oneself not only to the organization, but also with the performances and personal growth. Employees in an organization can not only been identified as staff only, but valued as an asset. Therefore, training, working environment and motivation is very crucial to determine the performances of the employees and to the growth of the company.

4.1 Research Contribution

This current research the factors influencing the overall performance of the staff in the Private University in Selangor, Malaysia are considered and promoted various segments to a subject. As shown results, we found that independent variable working environment, motivation, personal problems and training make an essential contribution in the factors influencing employee productivity. Segments of this research, are based generally on theoretical frame. The general conclusions represent that there is a strong interrelation between our variables.

4.2 Theoretical Contribution

The majority of these researches, generally connected with a theoretical framework and models, the real research is only a contribution in the previous researches and theories. This research emphasizes the facts and figures which take part with each of our independent variables of the working environment, motivations, personal problems and training and as it influences the overall performance of the staff in the organization. The same

belongs also a case with our hypothesis, which is a contribution of the previous researches which confirmed the importance of our variables.

4.3 Managerial Contribution

Research a subject factors, thus, the results of this research influencing the overall performance of the staff in Malaysia can provide useful information for the management and the organizations which wish to use this information and technology. Every hypothesis were accepted, and, therefore, shows that there is a communication between dependent and independent variables. Besides the management or the organization, persons interested to continue with the new strategy of human resources can find this information useful and, thus, apply it to their business or the organization.

4.4 Recommendation for the Future Research

This research explored the relationship between employee performance and working environment, and relationship between motivation and employee performance. It has implications for the management of Private University in Selangor, Malaysia. To get and retain committed employees, it is important to motivate people in the company and watch how its influence on job performance. A possibility to get an insight into the motives of an applicant is to take an assessment, which contains several tests and simulations. These tests can be related to intelligence or personality and will give a complete view of the applicant. To get an insight into the work attitude, a work simulation can be applied during the assessment.

To retain employees, it is important to get an insight into the motives of an employee is to ask him or her in a functional conversation what the motivation is to perform the job. As mentioned before friendly working environment and training is one of the motivating tools to achieve something better. When the management has an insight into the motives of their employees, it will be necessary to use this information by making decisions with regard to human resource management. The decision to choose particular human resource tools will be based on the motives of the employees. For example, if someone is motivated to develop oneself, it might be useful to offer training courses. Or if someone is triggered to work harder when there are bonuses in the prospect, the management can implement rewards into the human resource strategy.

In summary, I was able to complete the entire project with a quality and comprehensive research study. In this research study I also discussed the analysis and the evaluation of the various methodologies and its relevance to this project. The evaluation of the relationship between the employee performance factors and working environment, motivation in this project clearly shows a significant result which means that the higher the factor is applied by the management of Private University in Selangor, Malaysia, and a great performance will be achieved by the employees. Also discussed the future recommendation and limitations of the study.

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