

PENGARUH FAKTOR SIKAP, LATIHAN DAN  
MOTIVASI KE ATAS PRESTASI KERJA. KAJIAN  
DI BAHAGIAN PENGANJURAN PELAJARAN  
MARA

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PENGARUH FAKTOR SIKAP, LATIHAN DAN  
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PENGARUH FAKTOR SIKAP, LATIHAN DAN MOTIVASI KE ATAS  
PRESTASI KERJA. KAJIAN DI BAHAGIAN PENGANJURAN PELAJARAN  
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## **ABSTRAK**

Kajian ini adalah untuk mengetahui sama ada terdapat hubungan antara faktor sikap, latihan dan motivasi terhadap prestasi kerja iaitu dari aspek mutu perkhidmatan. Selain daripada itu, kajian ini dijalankan bagi menguji hubungan sama ada mutu perkhidmatan yang disediakan oleh Bahagian Penganjuran Pelajaran dipengaruhi oleh tiga faktor iaitu sikap, latihan dan motivasi. Kaedah yang digunakan dalam kajian ini adalah menggunakan kaedah kaji selidik. Kaedah kaji selidik ini digunakan ke atas 65 responden yang dipilih secara rawak. Bagi menjalankan kajian, penyelidik telah merujuk kepada Teori Penetapan Matlamat sebagai asas kajian. Analisis deskriptif dan inferens digunakan untuk menganalisa kajian. Data yang diperolehi, dianalisis dengan menggunakan perisian Statistical Package for the Social Sciences (SPSS) versi 20. Selain itu, dapatan hasil kajian juga menunjukkan bahawa faktor sikap, latihan dan motivasi juga mempunyai hubungan yang signifikan terhadap prestasi kerja. Keputusan yang diperolehi adalah amat penting bagi membuktikan bahawa prestasi kerja adalah dipengaruhi oleh tiga faktor pemboleh ubah bersandar iaitu sikap, latihan dan motivasi. Keputusan kajian juga dapat meningkatkan pemahaman dan kesedaran di peringkat pengurusan BPP tentang faktor-faktor yang mempengaruhi prestasi kerja. Hasil dapatan kajian juga dapat dijadikan input kepada pengurusan BPP untuk merancang dan memantapkan prestasi kerja.

Katakunci : Prestasi kerja, sikap, latihan, motivasi

## **ABSTRACT**

*The purpose of study is to determine the relationship between job performance with independent variable consist to attitude, training and motivation factor. Besides that, the purpose of this study also to analyse the relationship between job performance provided by Education Sponsorship Division with this factors consist to attitude, training and motivation factor. In this research, the method used are questionnaire. The questionnaire are distributed randomly to 65 respondents. The researcher has referred to Goal-Setting Theory as a reference basis. Descriptive and inference analysis are used to analyse the research. The data is analyse through Window Statistical Package for Social Science (SPSS) Version 20. Besides that, an attitude, training and motivation were significant to job performance. The result obtained were important to showed the relationship between job performance with dependent variables consist to attitude, training and motivation. Finally, this study are important to create understanding and awareness among management level regarding to factors that influence to job performance. This study also can give input to BPP management level to planning and job performance.*

*Keyword : Job performance, attitude, training, motivation.*

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## **SENARAI SINGKATAN**

|      |   |  |
|------|---|--|
| MARA | - | Majlis Amanah Rakyat                             |
| BPP  | - | Bahagian Penganjuran Pelajaran                   |
| BSM  | - | Bahagian Sumber Manusia                          |
| CIPD | - | Chartered Institute of Personnel and Development |
| NKEA | - | Bidang Ekonomi Utama Negara                      |
| MBE  | - | Model Baru Ekonomi                               |
| BPA  | - | Bahagian Pengaduan Awam                          |

# **BAB 1**

## **Pengenalan**

### **1.0 Pendahuluan**

Menurut Porter dan Lawler (1967) berkenaan prestasi kerja telah mendefinisikan bahawa tingkahlaku yang membawa kejayaan seseorang dikenali sebagai prestasi kerja. Menurut Robbins (2004), prestasi kerja adalah berkaitan dalam sesuatu organisasi merupakan kebolehan seseorang untuk mencapai matlamat yang ditetapkan oleh organisasi (Robbins, 1993). Terdapat 3 faktor utama yang menentukan peningkatan prestasi individu iaitu pengetahuan deklaratif, pengetahuan prosedur dan motivasi (Aguinis, 2009). Noel (2009) pula menyatakan bahawa prestasi merupakan suatu proses di mana pengurus memainkan peranan dan bertanggungjawab untuk memastikan matlamat organisasi tercapai melalui aktiviti dan produktiviti.

Menurut Dasar Pensyarikatan Malaysia, penjawat awam perlu memiliki budaya kerja dan disiplin kerja yang tinggi supaya nilai mulia seperti prestasi bekerja yang cekap dan bermutu dapat diwujudkan (Nik Mustapha Nik Hassan, 2008). Prestasi kerja penjawat awam dikatakan hampir menyamai mutu perkhidmatan awam di negara-negara maju dengan menunjukkan peningkatan (Utusan Malaysia, 2013).

Bagi Sektor Awam, kualiti atau mutu perkhidmatan merupakan sebahagian daripada prestasi kerja yang perlu diberi perhatian. Kualiti perkhidmatan adalah merangkumi khidmat layanan pelanggan, perkhidmatan kaunter, menjawab panggilan telefon dan sebagainya. Bagi kajian ini, penyelidik mengkaji hubungan antara pemboleh ubah tidak bersandar dengan prestasi kerja iaitu dari aspek mutu perkhidmatan.

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