Motivational Factors Influencing Job Performance among Employees in Malaysian

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Abstract Public library plays a central role for education and to provide an updated information and references among people in the state. Besides that, public library also is to create a knowledgeable society through activities based on the resources available. Besides that, employees are an important resource to serve the library patrons and they must have a high motivation to improve their efficiency and productivity in their job and as well as increase their job performance too. In order to improve the job performance in the organization, it's important to focus on the motivational factors of all staffs. This motivational factors can be consisting into a social, physical dimension or mental which is based on needs in motivational theories. The effectiveness and efficiency of job at library, motivation plays an important role to achieve the organization objectives and goals. While, the research objectives and questions also has been stated in order to know which is the important components to more understanding on this research. Moreover, definition of terms is defined clearly according to related of research title and further discussed in depth understanding. This chapter also discussed on scope of the study and as well as significance of the study towards the organization that will be research.

Keywords Knowledgeable Society, Employees, Organization, Motivational Factors, Physical Dimension, Goals

Introduction

The library employees must have a high motivation in order to achieve high quality service in their daily task. As a matter of fact, this factor may also affect their job performances in the workplace. It is worth noting that these performances are usually influenced by numerous factors which include payment, job security, promotion, freedom, friendly environment and training. Apparently, both professional and non-professional employees have their own role to satisfy the users' needs, it is however, the above factors may probably affecting the effectiveness of one's productivity as well as creativity. Undeniably, human motivation is typically associated with emotion and may impacts social achievement goals. As a swift resolution, the organization has provided various training and seminar related to developmental programme and also relevant incentives as to fulfill employees' performances. Both programme and incentives are pertinent to understand the satisfactory performance among the employees. However, the issue in job performances still exist. As well as, the relationship between job performance and various factors in library institutions are still scarce. Thus, the present study would like to determine the relationship between in understanding on factors of employee motivation and their influence upon job performance in Melaka Public Library Corporation. According to Abifarin [1] there are greatest challenges facing library and information managers in developing countries which is motivating staff. While, According to Rowley [2] staff motivation is an important in determining the service experience in order to offer a high quality service to all customers. On the other hand, motivation plays an important role in improving the effectiveness and efficiency of work at libraries and information centres [3]. According to Bhatti

[4] explained that job performance is a multidimensional concept which contains of an undertaking element and an appropriate element. Moreover, goal orientation, self-efficacy, self-monitoring, task and people orientation, relational ability, and international experience is the factors that influence job performance. While, organizational psychology and human resources management is important to involve the employee job performance [5]. According to Radford [6] the library is a place where books are collected and stored, or a place one might visit to consult these books. Besides that, there are many types of library which are academic library, school library, special library, digital library and as well as public library.

Scope of the Study

In terms of perspectives and geographic boundaries, this study aims to investigate the motivational factors of the library institutions towards the job performance on the employees. Besides that, the setting of the library itself is a public library. Public library provides many materials of monographs such as books, provides many services and facilities to the public, and as well as collected Melaka collection history. It has a large of group employees to handle all the services and facilities that have been provided. There are the main reasons why library of Melaka Public Library Corporation has been chosen. In order to achieve a high job performance, the employees must have a high motivation to accomplish the organization goals and objectives. Thus the motivational factors of employees are interesting to explore and studied to scale whether there are influencing towards the job performance of employees and the factors could be measured accordingly. However, only six motivation factors will be focuses in this study, it is highly cited by various authors or articles which are payment, job security, promotion, freedom, friendly environment and training. This research will cover Melaka Public Library Corporation and their respective employees. This target group located and situated at Melaka Library Headquarters, Bukit Baru, Melaka and as well as all branches and rural library in the Melaka.

Significance of the Study

The study is significant to the employees of the organization, Melaka Public Library Corporation and as well their branches and rural library plays a significant role to serve the services and facilities to Melaka people and it is important to the employees to get the high motivation in order to give services to them. This research also benefits the organization because issue in motivation always happen and effect to the Key Performance Indicator (KPI) individuals and as well as organizations. On the other hand, this issue never been studied before in this organization. Hence, it will give the organization added value information and can improve their employees' job performance. In both theory and practically, the research focus on employees in public library which is government agency can tested the findings whether the motivation give impact to them or vice versa in order to achieve the high job performance. Furthermore, the better understanding on the employees to meets work deadlines, use their time effectively, set priorities for tasks, arrives for work on time and as well as effectively collaborates with other department members as necessary is support to job performance in order to achieve the organization goals and objectives.

Literature Review

This an overview is important because to explain what the research is all about and give some expression to know in depth the topic itself. Moreover, in order to get more information and knowledge about this research or topic, the previous studies were reviewed in theoretical and analyse it to get more understanding as a references. The previous studies including theoretical review framework can provide several significant and relationship on this related topic or research. Hence, this study also can gain the better knowledge and ideas to expand and increase the research according to the previous studies and theories. The study will discuss the motivation factors as an Independent Variables (IV) and as well as Job Performance as a Dependent Variables (DV). The study will address the framework on the motivational theory and related with previous studies and theoretical review and as well as focus on the library environment. On the other hand, Maslow hierarchy is the great example in the motivational theory. Besides that, this theory has influence to understanding job motivation. There are five (5) needs proposed by Maslow. The needs are Physiological, Safety, Belonging, Esteem and as well as Self-Actualization as shown in Figure 1.
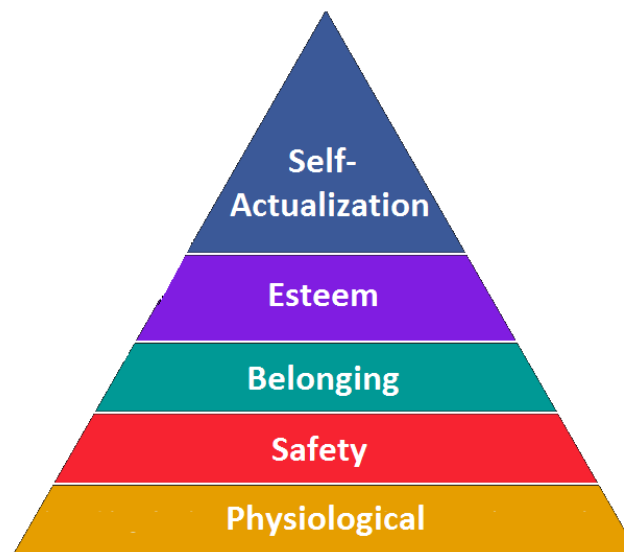
Figure 1: Maslow's Hierarchy Need

For the details explanations of the Maslow hierarchy need were briefly discussed as Table 1.

Table 1: Maslow's Hierarchy Need Explanations

Need	Job
Self-Actualization	Training, advancement, growth, creativity
Esteem	Recognize achievements, assign important projects and provide status to make employees feel valued and appreciated: -recognition, high status, responsibilities
Belonging	Teams, departments, co-workers, clients, supervisors, subordinates
Safety	Provide working environment which are work safety, job security, health insurance, freedom from threats
Physiological	Heat, air, base salary

Moreover, this study will also suggest the best motivational factors discuss in depth one by one influencing employee job performance in previous articles, journals, research papers and as well as theoretical review. Employee in the library is a key resource to give a high quality services to the patrons. Moreover, motivation is important to them to create a good environment in the library and make the library to achieve their objectives and goals. The employee in the library must have a positive thinking about their job to make their in higher performance to do their task and duties. In order to make a good job performance, motivation is an important to them to create awareness. Besides that, the employer must know how to motivate the employee in improve their creativity and productivity. Pors [7] produced a quantitative research that collected 562 respondents from managers in the library sector. The research found that it is important that director must have all factors which are freedom to organise the work, give a decision making, competency and personal development in order for their job satisfactions. Al-Aufi [3] produced research paper regarding to identify the motivation level of employees working in the Omani academic libraries at Muscat Governorate. The quantitative methods used in this research generate about 111 respondents. This research used Maslow's hierarchy of needs to evaluate motivation factors level of librarians. Another useful methodology to motivational factors influencing performance is conducted in 1993. A research paper conducted by Antwi [8] that focuses to identify effectively motivation of library assistants in the Abubakar Tafawa Balewa University Library, Bauchi, Nigeria. In this research, the organization has lack of promotion and less opportunity for training. The quantitative methodology in this research paper consists of 35 respondents. According to Bakewell [9] who is produced research paper that also related motivation theory of library staff listed some useful variables, elements and indicators that

influencing job performance are is training. The quantitative methodology in this research paper consists of 30 respondents.

Abifarin [1] produced a quantitative research that collected 300 respondents which investigate motivation level between librarian and paraprofessional staff in Nigerian University Library. The variables that used by researcher are:

- Training opportunities
- Promotion prospects
- Sabbatical leave
- Communication and management style

According to Kont [10] the most critical issue in libraries which is mostly women is salary factor and it is general problem happen in this previous research. On the other hand, in order to make employee to do a better job and satisfied in what their done is by an increase in their payment and it will motivate them [12]. Moreover, according to Dale-Olsen [12] claims that there are reduces of sick leaves day if the organisation providing a performance pay. While, in order influence employee motivation and performance, incentive such as pay-for-performance is a way that improving their task and performance and make them perform better to achieve the organization goals and objectives [13]. Hence, there must look into pay-for-performance plan that considering in designing of this suitable reward system [14]. Therefore, this study proposed the following hypothesis. While, Yousef [15] claims that employee in perform better is satisfied in their job security rather than that not satisfied and this means the author conclude that there is a significant positive relationship between satisfaction with job security and job performance. On the other hand, job security is one characteristic used to describe jobs in the primary labour market [16]. According to Mahmoud [17] in order to influence job satisfaction positively, it involve of the nurses' job security. There are significance in factors such as opinion of job security and the tendency for relating for one's own job [7]. Therefore, this study proposed the following hypothesis. Abraham [18] claims that there is a positive relationship between promotion and job performance. An organization can offer promotion to their employees to higher rank to motivate them to achieve. Besides that, there are practice for identifying employee work in the organization by involving the promotion which is can relate with change of job and title including can give them increase in pay, power and responsibility. Moreover, Marian N [19] examined that there are five categories involve in promotion which are preparation, attitudes, people skills, personal attributes, and contextual factors. It was claimed that with promotion, employee can increase their loyalty in the organizations and improve their skill and knowledge and as well as improve the productivity and organization efficiencies.

Research Methodology

This final chapter explains the details of the methodology, design and approach. This chapter provides an overview on how this research will conducted accordingly that include justification of research content, research paradigm and approach, research design – operational definition & measurement, research design – population & sampling, research design data collection technique & time horizon and as well as summary to make a conclude to this chapter. In this study, the research is conducted at Malacca Public Library Corporation. Malacca Public Library Corporation is a public or state library and was established in 1977 under the Malacca Public Library Corporation Enactment 1957. In 1977, Malacca Public Library Corporation began providing services at the level of Dewan Hang Tuah and it has grown in terms of a collection of reading materials and services available from year to year until Malacca Public Library Corporation moved into its own building located at No. 242-1, Jalan Bukit Baru, 75150 Melaka on May 6, 1996. Moreover, this library develop, foster and cultivate communities that love and knowledge through lifelong learning and constantly strive to improve the reading habit among the people for the resulting a continuous tradition of knowledge among Malacca people. There are many functions of Malacca Public Corporation which are:

- Encourage the development of library service network throughout the state of Malacca as a central source of knowledge.
- Establish the knowledge society and information through activities organized in accordance with the existing resources in the library.

- Provide library and information services via the latest technology.
- Completing and updating the library collection for use by library users.

With all these functions, there are many departments handled by the employees in the library within the headquarters library, branches and as well as rural library. Departments or units have involved in this library are:

- Management Services Department
- Administrative and Human Resource Unit
- Finance Unit
- Information Technology and Digital Unit
- Development Unit

Research Design – Operational Definition & Measurement

Operational definition is the definition of construct in measurable terms while measurement is to measure each build an appropriate scale need to be developed. There are four types of measurement scale which are nominal, ordinal, interval and as well as ratio. Nominal and ordinal known as categorical variables while interval and ratio known as a continuous. In this study used a nominal scales which is used for labelling variables for example "Gender- Male or Female". While, this study also used a likert scale. Likert scale is the best generally used method to scaling responses in survey research. Besides that, when answering to a likert questionnaire item respondents identify their level of agreement or disagreement on a symmetric agree-disagree scale for a series of statements. On the other hand, it easier to analyse and define the data by use this scale and easier to understand by the multilevel users. The format of a typical five level likert item as Table 2.

Table 2: Likert Scale

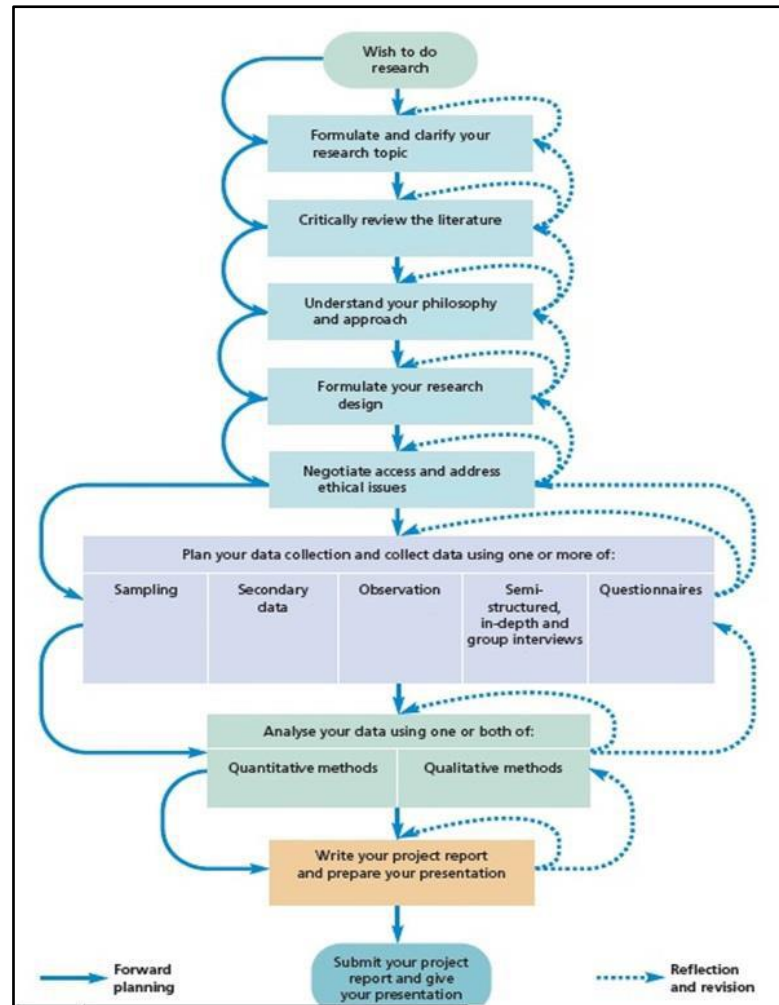| Likert Scale	
1	Strongly Disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly Agree

Figure 2: Likert Scale
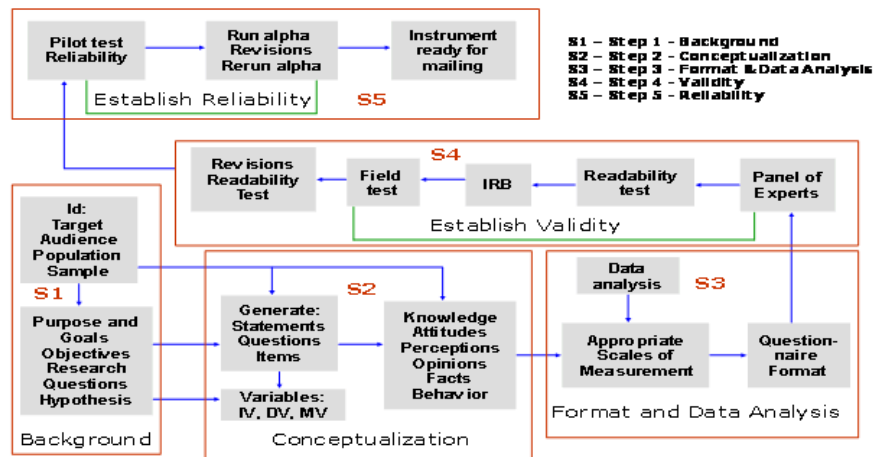
Figure 3: Research Process [20]

Figure 4 [21]

Research Design – Population & Sampling

A target population of 134 employees are included in this research. For this research, the target group of population and 50sampling size involved the employees of Melaka Public Library Corporation. The research setting would be organizational level since the research will be conducted at the specific organization and the result will concluded the next action and reflect the organization itself. The unit of analysis will be individual as

the researcher will collect the data from each employees of the library itself, thus the data considered as one data resources. The population of the study will involve multilevel employees from various positions as below:-

- Professional staff
- Supporting staff

The sample size was calculated at 5 percent margin error and 95 percent confidence level with 50 percent response distribution. The results indicate that the sample size is best for generalization can be made with little errors and high confidence of 50 respondents and researcher need to collect data from respondents to ensure validity of data collected and research can be carried successfully. Moreover, the sampling choosing adequate amount of elements from population so that features of the sample can be generalized to the population. There are two types of sampling method which are probability sampling and as well as non-probability sampling. For this study use the probability sampling which is simple random sampling technique. The advantage of use this random sampling technique is it can be done directly by handling, collecting and explanations of the questionnaire to the population and sampling.

For the survey, all the questionnaires had been distributed to the employees Melaka Public Library Corporation and all the questionnaires was collected without any loses or missing. The questionnaire has two Section. First section, which is Section A, is about the demographic of the respondent. In Section B, the questions are touch about factors influencing job performance which are consist of Job Performance, Payment, Job Security, Promotion, Freedom, Friendly Environment and Training.

Conclusion

As conclusion, every employee must have training to improve their skills and knowledge in order to achieve organization objectives and goals. The Human Resource Management and Administration Department must provide training schedule all employees annually. This department must plan the year before what the training is relevant to all employees. Besides that, the training also must suitable with the level of staff such as professional and supporting staff which are the basic and expert training is included. The Human Resource Management and Administration Department also must create effectiveness assessment training report after employees attend any training. Moreover, the employees also must do a knowledge sharing with the others after attend the training. Besides that, in order to retain the knowledge transfer and give them some motivation in the organization with others employees, the organization must make a video recording when organize in-house training or workshop session and store it for future reference. Furthermore, Head of Department or Librarian must do a tagging on that video and every minute of speech. The organization must take a good care welfare of employees. It can give them some motivation when have a good healthy and not in stress situation with the main purpose to ensure the safety, health and welfare of employees guaranteed. Cultivate good relationships with the people in the organization. Furthermore, they are the experts in the departments. Treat all co-workers with courtesy, respect, and kindness because they hold more power than we realize, and our reputation with them matters. Do not hang out with other employees who mistreat, disrespect, or talk down to others. The present study allows these employees to identify with their payment, job security, promotion, freedom, friendly environment and training in order to cope with job performance. This study has emphasized some directions for more research endeavours. Future research should replicate the framework of this study in other settings, such as private library. Importantly, studies on these aspects in other viewpoints would perhaps produce fascinating viewpoint and thoughtful with regard to job performance across different settings. Finally, a comparative study between several situations would be very valuable in understanding factors related to job performance in different nature of organizations.

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