

ABSTRAK

Organisasi moden hari ini tidak boleh mengabaikan fakta bahawa pekerjaanya datang daripada berbagai latarbelakang yang berbeza. Dengan itu organisasi perlu memberi pertimbangan terhadap beberapa perkara seperti keperluan individu, motivasi dan kecenderungan kerja selain daripada etnik, budaya, jantina, agama dan pendidikan.

Kajian ini dijalankan untuk mengenalpasti faktor-faktor yang dapat meningkatkan dan merosotkan motivasi penolong pendaftar dalam pekerjaan mereka di Institut Teknologi MARA. Kajian menggunakan soal selidik mengenai motivasi kerja terhadap 38 orang penolong pendaftar di beberapa buah jabatan dan fakulti di Institut Teknologi MARA.

Hasil dari kajian ini menampilkan beberapa dapatan iaitu terdapat 14 faktor yang mempengaruhi motivasi kerja di kalangan penolong pendaftar dan faktor-faktor ini juga mempunyai kaitan dengan latar belakang mereka. Faktor-faktor utama motivasi kerja yang dapat meningkatkan motivasi kerja mereka ialah berhasrat membawa kemajuan dalam organisasi, suasana kerja saling hormat menghormati, ingin berjaya dalam kerjaya, kerja

menambahkan pengetahuan, dan kerja memerlukan kreativiti. Faktor - faktor utama yang dapat merosotkan motivasi kerja penolong pendaftar ialah amalan pilih kasih, kenaikan gaji tidak mengikut prestasi kerja, kurang peluang kenaikan pangkat dan diminta menjalankan tugas orang lain.

Implikasi dapatan kajian ini ialah pihak pengurusan atasan Institut Teknologi MARA perlulah memberikan perhatian yang serius terhadap perkembangan staf, pengiktirafan individu, kemajuan dan kejayaan staf dan suasana persekitaran tempat kerja didalam usaha untuk meningkatkan motivasi penolong pendaftar ketahap tinggi.

**JOB MOTIVATION AMONG ASSISTANT REGISTRARS AT
MARA INSTITUTE OF TECHNOLOGY**

ABSTRACT

Modern organization today cannot ignore the fact their employees come from a very diverse background . Today, besides ethnicity, culture, gender, religion and education , there are some other important consideration such as individual needs, motivation and work preferences that workers have and bring with inti an organization.

The purpose of this study is to identify the factors which motivate and demotivate assistant registras at MARA Institute Of Technology. A survey was administered to a sample of 38 assistant registrars in all department ang faculties at the institute.

This study revealed many findings. There were 14 factors affecting job motivation of assistant registrars, and all of the factors were related to their background. The elements ranked to be crucial for providing job

motivation were aspiration to bring progress and development in service, good working environment, aspiration to be successful in career, jobs that can develop their knowledge and job creativity . Besides that findings also show the elements that demotivate officers were discrimination, staff problems, no promotional opportunity, poor working environment, low salary and lack of recognition.

The major implication is that an organization's top management must give more attention to matters and programmes related to staff development, individual recognition and comfortable working environment in order to stimulate high motivation among assistant registrars at MARA Institute Of Technology.