

FACTORS AFFECTING JOB PERFORMANCE

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ABSTRACT

The growth and success of every company is inseparable from employee performance, and employee performance is very important. Because employees play a very important role in the workplace and their performance is very important to the company's profitability and development, employees are also considered assets of the company. The level of employee performance determines the company's future development goals and profits. In the 21st century, employee performance is very complex because the workforce is constantly evolving. Employees want more than just salary. They want a comfortable working environment and a balance between life and work, as well as more development opportunities. Currently, with the emergence of remote work, the working environment of every company is changing. Employee performance will be affected by many factors, such as: employee burnout, low job satisfaction, high turnover, decreased productivity, etc. The reason for these effects is most likely due to insufficient leadership skills and high work pressure. I analyze the issues and factors related to employee performance in the 21st century. It then discusses the changing workforce and the changing needs of employees. Factors such as productivity decline were also analyzed. Determine the cause of these problems. Provide recommendations to improve employee performance and satisfaction.

Keywords: *Employee Performance, Productivity, Employee Satisfaction, Productivity Decline*

1.0 Introduction

Employee performance is one of the key factors in a company's profitability. Improving employee productivity and profitability plays a key role in the company's goals and future development. Today's business environment is complex and employee performance is a multi-dimensional concept. Companies need to have a deeper understanding of contemporary employees and then continuously change to adapt to their needs and visions.

Extensive research highlights the importance of employee performance to organizational outcomes. According to a study by Armstrong and Baron (2004), employee performance growth helps to increase customer satisfaction and improve financial conditions, which then increases competitive advantage in the industry (DeNisi & Smith, 2014).

In the 21st century, employees want more than just a paycheck; they seek work-life balance and future personal development prospects. Many current jobs are very flexible, and many companies can work remotely, which has changed the working environment in various industries and brought new opportunities. But companies must address various factors that affect employee performance

to ensure the company's stable development and profitability.

2.0 Methodology

This article uses a survey method to collect data. A set of questionnaires was specially designed for this survey. This questionnaire mainly captures various aspects of employee performance, such as job satisfaction, working environment, future development opportunities, work-life fit, etc.

To ensure the rigor of this survey, I explained the purpose of the questionnaire to all participants. According to the data collection method I chose, it is sent out as an electronic file on the Internet. Respondents can probably complete the questionnaire within 10 minutes. This questionnaire is administered across multiple industries, which ensures a diverse sample of employee performance in different contexts. And can analyze the impact of employee performance factors on the company's profitability. To examine the relationship between employee performance and company outcomes.

2.1 Program Overview

The target group of my research is mostly new employees, among whom there are more Chinese and Malaysian people. I used random sampling to select diverse respondents, resulting in a sample size of approximately 200 participants (N = 200). Of course, the selection of male and female respondents in the sample was also random.

The questionnaire used in this study consisted of four different sections,

1. Information: Collect basic data from participants, such as age, gender, educational background and employment status.
2. Motivation: This section explores factors such as employee performance and engagement.
3. Working environment: Investigate the working environment that may affect employee performance, etc.
4. Training: Investigate the impact of employee induction training on the performance and future development of individual future employees. This information provides insight into the role of training in improving employee performance.

To analyze the collected data, I used the Statistical Package for the Social Sciences (SPSS) software. Statistics were generated to summarize and present findings from the survey results.

In the following sections, I will analyze the results of these data, and then delve into the factors that affect employee performance and provide suggestions for organizations.

2.2 Demographic Characteristics

Participants in this study were divided into four races: Malay, Chinese, Indian and other races. In addition, the respondents were divided into five age groups: Group 1 (20 years old and below),

Group 2 (21 to 30 years old), Group 3 (31 to 40 years old) and Group 4 (41 to 50 years old). Group 5 (51 years and over). The educational level of the respondents was divided into five groups: junior high school, diploma, degree, postgraduate and other.

2.3 Research Results

Based on the sample population, most of the respondents were from Malaysia and China. The average age range of respondents was 21 to 30 years old. This age group indicates that younger employees do not place a high priority on employee performance. But in the sample, a large proportion of people have only completed secondary education, and I think this will affect their future development and job performance. In terms of income, the data shows that most of the respondents belong to the low- to middle-income group, with an income of about RM1,000 to RM2,500, or no income at all. In addition, most of the respondents work in the private sector. Although salaries in the private sector are higher than those in the government sector, government jobs are more desirable and easier. So for employees in private companies, their work-related factors can affect the profitability of the company. Gain an understanding of the impact of the results of the analysis on employee performance. Potential factors affecting performance may be beyond the scope of this study.

2.4 Age Group

The results of this study indicate that a large proportion of the respondents in the questionnaire belong to the younger age group. It has been observed that many younger generations who have just entered the workplace may display playful personalities and pay relatively little attention to performance-related issues. These people may not take certain issues seriously and may be less willing to actively participate in them. Ng, T. W., & Feldman, D. C. (2010). The relationships of age with job attitudes: A meta-analysis. *Personnel Psychology*, 63(3), 677-718.

2.5 Religion and Education Level

The educational level of the respondent may have a significant impact on the overall results. Because education level and income are closely related, members of different educational cultures may hold different views on employee performance, future job promotions, and job satisfaction.

2.6 Employment and Income Levels

The employment and income levels of respondents are closely related to their educational level, which will affect their employment opportunities and work attitudes. These factors play an important role in employee performance and so on. Companies must understand that the needs of each employee and their desires are subject to change. Therefore, companies need to make some flexible change rules to adapt to these changing needs. According to the conceptual framework of this study, talent, work environment, and motivation are all related to job performance. Self-determination theory is the most important theoretical basis of this study

(SDT).

4.0 Conclusion and Recommendations

In this article I explore the factors that influence employee performance in the 21st century. The article demonstrates the changing needs of employees and expresses a desire to address issues such as low job satisfaction and high turnover. Emphasize adapting to the changing factors of the current society through strategies such as improving employee welfare and increasing employee engagement. Employee burnout is a serious issue because it affects performance and productivity. Job satisfaction is also a key factor. Employees with high job satisfaction are more motivated than other employees.

Employee turnover is a key factor affecting employee performance. Because there are many factors that lead to resignation, such as dissatisfaction with the job, lack of development prospects, or leadership skills. Productivity is also a key factor. High-performing employees increase customer satisfaction and enhance competitive advantage over other companies. In short, businesses need to adapt their strategies to the changing needs of their employees. By addressing these factors, companies can create the most comfortable work environment possible, improve employee engagement, and thus grow their business.

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