

THE INFLUENCE OF KNOWLEDGE, SATISFACTION, AND MOTIVATION ON EMPLOYEE PERFORMANCE THROUGH COMPETENCE

Ayman. A. S. Almusaddar¹, Sara Ravan Ramzan² & Valliappan Raju³

¹Research Scholar, Limkokwing University of Creative Technology, Cyberjaya, Malaysia

^{2,3}Senior Lecturer, Limkokwing University of Creative Technology, Cyberjaya, Malaysia

ABSTRACT

The purpose of this study is to examine the influence of knowledge, satisfaction, and motivation on employee performance through competence as a mediator. The sample used in this study consisted of 252 responses from Palestinian municipalities (middle management staff) collected through a structured questionnaire. The study used Partial Least Square (PLS) analysis technique using the Smart-PLS 3.2.7 software. Findings confirmed that competence, knowledge, motivation, and satisfaction were the key constructs for promoting performance among municipalities employee in Palestine. Furthermore, the importance-performance matrix analysis (IPMA) has shown that competence was the most important factor. Where, the autonomy was the most influential factor in the prediction of employee performance followed by motivation, satisfaction, and knowledge respectively. The municipalities must focus on how to provide competence and promote motivation at municipalities. Also, the study results stated that competence mediates the relationship between knowledge and performance; motivation and performance; and satisfaction and performance.

KEYWORDS: Knowledge, Motivation, Satisfaction, Performance, Competence

Article History

Received: 28 Jul 2018 | Revised: 06 Aug 2018 | Accepted: 21 Aug 2018
