

**Work Motivation and Job Performance Among Employees
of a Government Customs Collection District**

A Special Paper

Presented to the

Faculty of the School of Graduate Studies

Central Philippine University

Jaro, Iloilo City

In Partial Fulfillment

of the Requirements for the Degree

Master in Business Administration

by

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May 2025

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Abstract

Work motivation was often linked with job performance; therefore, it is vital to study the influence of work motivation on job performance. The study aimed to determine the level of work motivation and job performance among employees of a government customs collection district. The respondents in this study were 56 employees of a government customs collection district. The data needed were gathered using the researcher-made questionnaire. The frequency count, percentage, mean, and Pearson's r was used for statistical treatment, analysis and interpretation of data. The level of significance for all inferential statistics was fixed at .05. The researcher gathered the data through a researcher-made questionnaire for the year 2023 for a period of two weeks or 14 days from the date of the issuance of Ethical Clearance from the Research Ethics Review Board. The findings and results of the study revealed that majority of the respondents are female, married, over 40 years old, college graduate, with ten years and below years of service and are in the rank and file. The employees had very high levels of work motivation in terms of motivational factors such as achievement, responsibility, and growth opportunities but they only had high levels of work motivation in terms of recognition, the work itself, and advancement. Responsibility got the highest mean score. The employees had high levels of work motivation in terms of hygiene factors such as company policies and administration, supervision, interpersonal relationships, working conditions, and salary. Interpersonal relationships got the highest mean score. The employees had outstanding levels of job performance in terms of work knowledge,

technical skills and teamwork but only very good level of job performance in terms of goal setting. Teamwork got the highest mean score. The results of the study indicate that work motivation consists of the motivational and hygiene factors simultaneously shows the results of a positive and significant effect on job performance. This means that overall work motivation has a positive influence on job performance and most factors contribute positively such as achievement, supervision and goal-setting among others. The strong positive correlation between Achievement and The Work Itself in this study supports the study of Ibrahim (2019) that there is a positive effect of regression coefficient of work itself on work achievement. The correlation linkage of this study between Supervision; and Interpersonal Relationship, Working Conditions, Salary, and Goal-Setting supports Lee & Kusumah (2020) who discussed that the efficiency of superiors in influencing the work performance and completion habits is shown by the quality of supervision. Employee productivity is significantly enhanced by employee motivation. Some research supported this conclusion by demonstrating that employee motivation was a strong predictor of productivity. One of the main factors influencing employees' productivity was motivation (Hanaysha and Majid, 2018). Work motivation in terms of motivational and hygiene factors could also improve and strengthen the job performance of the employees; thus, increasing productivity, and reducing of turn-over rate. This offers valuable insights in understanding the dynamics of work motivation and job performance in a government customs collection district.

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