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Abstract

The purpose of this study is we were studied related to employee performance that focused on the food industry jobs. Companies gained quality and positive employee impact thru perfect education and training also skill for used in this industry. This paper is going to investigate the effort from organization for employee performance in achieved the quality of the food products. To answer this question, I used observation techniques also exploratory questionnaires at Salleh Food Industry company. Even so, the highest of reliability test was education and training also skill which is 0.90 from 10 numbers of item measured. Furthermore, we were used a multiple linear regression for summarized the model summary, coefficients also the ANOVA. We proved that 1.629 were the standard error of the estimate for model summary. The study suggests that the organization of food industry were responsible to diversify an alternative that been given strengthen of the productive and also the effectiveness of work environment.

Keywords: Education, Training, Skill, Motivation, Employee Performance

Introduction

In this study, we aim to examine employee performance in the food industry, focusing on the role of education, training, and skills in promoting high-quality employees. It has been found that investing in employee training can lead to increased productivity and profits (Shaw, 2019). Employee performance plays a vital role in the food industry by ensuring a diverse workforce with various skills. To achieve this, responsible parties must implement strategic measures, such as providing education and training, and enhancing various skills to improve overall results.

Maintaining a positive work environment for food industry employees requires the implementation of alternatives that foster good work practices. By promoting these practices,

employees are more likely to adhere to established standards, which in turn results in consistent food product quality. Without such alternatives, negative impacts may arise, such as management deficiencies or technical issues, leading to increased waste. This study aims to analyze methods for improving food industry employees' attitudes to enhance food product quality. In general, issues related to food industry employee attitudes have been highlighted on various social media platforms. Some parties express concern about negative issues stemming from worker attitudes in the food industry. As end users care about product quality, it is essential for the food industry to address these concerns to avoid negative feedback and potential crises. This ensures the best possible products reach consumers.

The objective of this research is to identify the relationship between improving food industry employee performance, achieving high-quality work, and producing quality products. The connections between education, training, skill development, and motivation are examined. This research focuses on evaluating the relationship between food industry employee attitudes and factors that affect food product. This study utilized quantitative method to collect data from the respondents. This research was carried out to study the influence of the food industry worker attitude and the factors that affect foodstuff quality management. In accordance with the purpose of this research, four hypotheses are investigated:

H1: There is a positive relationship between education and training and employee performance in food industry.

H2: There is a positive relationship between skill and employee performance in food industry.

H3: Motivation moderate the positive relationship between education and training and employee performance.

H4: Motivation moderate the positive relationship between skill and employee performance.

Significant of The Study

This study is primarily concerned with the importance of enhancing the quality of products in manufacturing settings through the improvement of workers' performance. It offers valuable guidance to organizations and factory workers by increasing their understanding of this issue. Additionally, this study provides benefits that can be applied when entering such an industry.

Literature Review

Education and Training

Employee skills can be enhanced by organizing education and training programs. When an organization implements these programs for its employees, it helps cultivate capable, creative, and open-minded individuals who can deliver the best products to consumers. Shaw (2019) supports this argument, stating that investing in employee training can improve worker retention rates, customer satisfaction, and foster creativity for new product ideas. If education is applied more effectively, it can yield positive results and impact the quality, behavior, and skills of employees. Many organizations focus on refining employees' skills, abilities, and work capabilities through education and training, thus developing a better workforce and improving workplace attitudes.

Ng and Feldman (2009) reaffirmed that educational attainment is associated with positive career outcomes, including salary levels, number of promotions, and job mobility. Most organizations use education as an indicator of a person's skills. To enhance employee

performance, organizations emphasize effective actions or efforts in education. Employees acquire knowledge in various areas, such as technical aspects and self-motivation, which they can then apply in training and ultimately in their job roles. Hasa (2016) explains that education involves learning theories, while training focuses on practical skills – in education, one learns theory, and in training, one learns how to apply those theories in practical situations. In summary, education and training serve as drivers for a positive relationship with employee performance, as they improve knowledge, intelligence, and technical abilities. After employees have received ample input, organizations test their progress through training as a way to reinforce learning and ensure its application in real work situations.

Skill

Skills form the foundation for work once education and training have been applied. Practicing skills leads to more comfortable working conditions, as employees gain knowledge and experience from their education and training. Kontostavlou and Drigas (2021) state that a skill set is an inseparable combination of knowledge, experience, personal qualities, and abilities developed through one's life and work. Employees need to enhance their skills to apply them effectively in their jobs. A skill is the ability to perform a specific task or activity proficiently. Skills acquired through education and training help employees in their work. Winget and Persky (2022) define a skill as the ability to perform a specific task or activity with a high level of proficiency. Skills come in various types, such as interpersonal skills, which Maciej Duszynski (2022) describes as a specific type of social skill that includes empathy and intelligence. Developing various skills can improve work quality, as employees apply confidence and motivation in completing tasks, having practiced these skills in education and training.

Motivation

To further enhance the quality level in the food industry and its impact on food product quality management, organizations must take the initiative to provide motivational programs that boost employee morale. Kochoian et al (2021) emphasize that motivation is a crucial element in a successful workplace, as it energizes employees, inspires progress, and pushes teams to excel. Motivation serves as a mediator in achieving success and fostering effort, as the key to improving a business's capabilities lies in high enthusiasm. Motivation helps open employees' minds to maintaining momentum in their work. Sitopu et al (2021) support this by stating that employee motivation refers to factors that drive employees to put their best effort into their work. Cherry (2022) suggests that motivation is the process that initiates, guides, and sustains goal-oriented behaviors. Achieving an organization's vision and mission is vital; therefore, leaders should ensure that employees gather for briefings before work, ending with words of encouragement as an alternative for fostering enthusiasm and motivation. Heathfield (2021) asserts that motivation is a powerful energy that drives and excites employees, growing rapidly in a positive work environment, prompting many organizational leaders to seek new ways to motivate their workforce.

Employee Performance

According to Ashley Donohoe (2019), employee performance refers to the behavior of workers in carrying out the job duties assigned to them. Improved employee performance can enhance work quality, particularly in the food industry. Various organizational efforts to promote employee performance contribute to positive effects in the food industry and directly impact food products. Diamantidis and Chatzoglou (2019) support this by stating that managing,

developing, and motivating employees effectively is a crucial cornerstone for organizational performance. Employee performance plays a vital role in shaping a productive food industry workforce based on various employed strategies. It also reflects work ethics, as food industry employees strive for excellence, ensuring high-quality work to provide the best food products. Paais and Pattiruhu (2020) assert that employee performance influences company culture, with engaged, punctual, fairly managed, and responsible employees fostering a culture of respect and trust. Effective efforts in shaping employee performance ultimately benefit organizations. Harwiki (2016) argues that employee performance is the key to success, as each individual employee works towards the company's vision and mission. In summary, employee performance encompasses the behaviors necessary for providing numerous benefits, enabling organizations to achieve momentum and maintain effective productivity levels directly in the food industry.

The Relationship between Education and Training with Employee Performance

According to a study by Mukminin et al (2020), which analyzed the relationship between variables, they found that education and training activities for employees within an organization are crucial for creating a professional and reliable workforce. Their analytical findings also support the positive and significant relationship between these variables. In summary, the relationship between education, training, and employee performance shows that it is an effective method for giving employees the opportunity to apply new knowledge in their roles. Thus, the first hypothesis is proposed.

The Relationship between Skill and Employee Performance

Skills, derived from experience and knowledge, are essential for improving employee performance. Papageorgopoulou (2017) states that the connection between skills and performance has gained significant importance. Based on this reference, it is agreed that skills provide a positive relationship between these two variables. The variety of existing skills can positively impact employee performance, as organizations can develop employees' abilities in various aspects such as communication, technical, and interpersonal skills. Therefore, the second hypothesis is proposed.

The Motivation Moderates the Positive Relationship between Education and Training and Employee Performance

According to Guterres et al (2020), which studied college students, they stated that for education and training to successfully achieve their objectives, the training process must be designed in a way that instills confidence in employees, enabling them to apply their skills in the workplace. Furthermore, the same study analyzed the relationship between education, training, and employee performance through motivation. Their hypothesis stated that education and training do not affect employee performance through motivation, explaining that work motivation does not mediate the effect of educational training on employee performance. Therefore, the third hypothesis is proposed.

The Motivation Moderates the Positive Relationship between Skill and Employee Performance

Skills, capabilities, and competencies are crucial for employees to work efficiently and effectively. These skills are important for success in a job, making it necessary for employees to be supported in this regard, as stated by Guterres et al. (2020), which studied college

students. Organizations may not provide specific training programs in education to motivate employees to improve their work performance; however, they can offer alternatives by enhancing the intelligence and skills of workers in their jobs. Therefore, the fourth hypothesis is proposed.

Methodology

Research Design and Data Collection

This study utilized a quantitative method. Quantitative research can display patterns through numbers and graphs. These methods include experiments, observations recorded numerically, and surveys with closed-ended questions (Sekaran & Bougie, 2016). This study adopted a survey research approach, designed to collect data from respondents at a single point in time. We chose the quantitative method for this survey because it is more convenient, and respondents can provide insightful answers while ensuring the safe storage of collected data. The data were gathered using a questionnaire. A questionnaire was employed for this research, designed to investigate employee performance based on education and training, skill, and motivation, contributing to enhanced employee performance in the food industry. In collecting the actual data, the questionnaire will be attached.

Sample Size

A sample is a subset of the population. Sample size is a crucial aspect of an empirical study aiming to make inferences about the population from a sample. For this research, Roscoe's (1975) guideline was considered in determining the sample size. The researcher obtained a sample size of 120 based on Roscoe's calculations. Roscoe (1975) stated that the rule of thumb for determining the sample size suggests that sample sizes larger than 30 and smaller than 500 are appropriate for most research.

Sampling Techniques

Sampling is a process used in statistical analysis in which a predetermine number of observations are taken from a larger population. There are many types of non-probability sampling technique and the type that has been chosen in this study is convenience. For this study, the researcher uses convenience because it was fast, less costs, easy to collect data and less time needed to complete the survey.

Data Analysis

During visit to Salleh Food Industries, the researchers gather data from workers using a convenience sampling technique for the questionnaire, ensuring that each respondent has an equal chance to participate as a sample. Moreover, respondents are given ample time to answer the questionnaire, with no imposed time limit. To distribute the questionnaire, it is divided and sent through social media platforms such as WhatsApp and Telegram. Utilizing these platforms simplifies the process for Salleh Food Industry employees, making it easier for them to identify the social media channels used to send the survey. This approach helps prevent them from missing important information disseminated by the primary party.

Reliability Test

According to (Bruton et al., 2000) the term reliability refers to the consistency of a measure. In this study reliability test is used to analyses how reliable or consistent. Cronbach's Alpha is the methods for determining the consistency of internal consistency. There are 3 sections in the

reliability test, that is the first section is about employee performance. This section has 5 items of the question. For the first part the result is 0.83. The Next section is based on motivation. This section has 5 items, the result is 0.82. The last section is education/training have 5 items, the result is 0.86 and for skill also have 5 item and the result is 0.82. Any results that less than +0.60 are weak. Part of it is a range in 0.70 is acceptable, while 0.90 is excellent.

Table 1

Rules of thumb about Cronbach's Alpha Coefficient

CRONBACH'S ALPHA	INTERNAL CONSISTENCY
A ≥ 0.9	Excellent
A ≥ 0.8 ≥ 0.9	Good
A ≥ 0.7 ≥ 0.8	Acceptable
0.7 ≥ A ≥ 0.6	Questionable
0.6 ≥ A ≥ 0.7	Poor
0.5 ≥ A	Unacceptable

Sources: Sekaran and Bougie (2016)

Multiple Linear Regression

According to Hayes (2022a), multiple linear regression (MLR), also known simply as multiple regression, is a statistical technique that uses several explanatory to predict the outcome of a response variable. The coefficient (R-squared) is a statistical metric that we used to measure the values of variation. R^2 always increases as more predictors are added the MLR model.

PROCESS: To test the moderation effect

According to Cucos (2022a), a moderator variable is a third variable used to investigate the strength of the relationship between an independent and dependent variable.

Table 2

Moderation Analysis

Variable name	Variable type
Education/training	Independent variable (x)
Skill	Independent variable (x)
Employee performance	Dependent variable (Y)
Motivation	Moderator (M)

Instrumentation

In this survey, questionnaire is used to collected information from respondent. The questionnaire will be divided into four parts that is section A (Demographic information), section B (Dependant variables), section C (Moderating Variables), section D (Independent variables). The Likert scale will be used which is from "(1) strongly disagree to (5) strongly agree.

Table 3

Measures of the study variables

Section/Measure	Scales
Section A Demographic information	Nominal scale (Source: Ekman et al. (2006) (4 questions)
Section B Dependent Variables • Employee performance	Likert scale 1-5 (5 questions)
Section C Moderating Variables • Motivation	Likert scale 1-5 (5 questions)
Section D Independent Variables • Education and training • Skill	Likert scale 1-5 (5 questions) (5 questions)

Findings**Data Analysis and Results**

The analysis and results are presented based on online surveys. Based on the study's three objectives, this chapter was organized. First step, through data analysis we described by demographic profile of respondents. The data that has been collected will be entered into the SPSS system to analyse the demographics profile of the respondents. Reliability analysis (Cronbach Alpha) also used to analyse the reliability of the scale. Next, multiple linear regression to test the hypotheses of the study. Lastly, is PROCESS to test the moderation effect.

Descriptive Statistic

Descriptive statistics are short informational coefficients that abridge a data set, which is representation of the entire population or a sample of the population. Measures of central tendency included the mean, median and mode, while measures of variability included standard deviation, variance, minimum and maximum variables (Hayes, 2022b).

Demographic Profile

Demographic data that consist of gender, age, education level and marital status.

i. Gender

Table 4

Gender

		Frequency	Percent (%)
Valid	Female	93	76.2
	Male	29	23.8
	Total	122	100.0

According to Table 4, Three-Quarters respondents who joint completed in the survey were female, representing 76.23% with 93 respondents. The rest were male, describing 23.77% which are 29 of the totals of respondents. Therefore, as a whole the total number of respondents is 122.

ii. Age

Table 5

Age

		Frequency	Percent (%)
Valid	18-22	16	13.1
	23-27	95	77.9
	28-32	7	5.7
	Others	4	3.3
	Total	122	100.0

Based on the figure the highest of number respondents age are from 23 to 27 years old are 95 respondents with 77.9%. While have 16 respondents with 13.1% are from age 18-22 years old. 7 respondents with 5.7% are age from 28-32 years old and lastly, 4 respondents with 3.3% are for others age.

iii. Education

Table 6

Education

		Frequency	Percent (%)
Valid	Degree	68	55.7
	Diploma	26	21.3
	SPM	15	12.3
	STPM	10	8.2
	Others	3	2.5
	Total	122	100.0

Table 6 disclosed that mostly respondents from bachelor's in degree, which is 68 respondents with 55.7%. Next, 21.3% which are 26 respondents from diploma. The third highest position is SPM which is 12.3% from 15 respondents. In the meantime, 10 respondents with 8.2% have STPM and the lowest are from others respondents which is 2.5% from 3 respondents.

iv. Marital Status

Table 7

Marital Status

		Frequency	Percent (%)
Valid	Single	98	80.3
	Married	20	16.4
	Others	4	3.3
	Total	122	100.0

The table above shows the highest number of respondents from single status, 98 respondents with 80.3%. Next, 20 respondents with 16.4% are from the married status. Last but not least, only 4 respondents with 3.3% from others status.

Reliability Test

This research study reliability analysis that is a test used to analyses how reliable or consistent and Cronbach's Alpha is the methods that used to determining the consistency of internal consistency.

Table 8

Reliability Analysis

Variable	No. of item measured	Reliability Result
Employee Performance	5	0.83
Motivation	5	0.82
Education and Training	5	0.86
Skill	5	0.82

Table 8 shows the reliability results. Firstly, the employee performance has five items, and the reliability result is 0.83. Second is the motivation with five items and the reliability result is 0.82. Thirdly, education and training also has 5 items and the reliability results are 0.86. Lastly, for the skill the reliability results are 0.82 that has 5 items about that. Overall, all the variables have a Cronbach's Alpha coefficient of more than 0.7. the reliability analysis disclosed that all variables are good of value internal consistency, with ranging from 0.82 to 0.86 and we can conclude that all the items in this study are reliable and consistent.

Multiple Linear Regression (MLR)

Multiple linear regression (MLR) also called simply as multiple regression; it is a statistical technique that uses several explanatory variables to predict the outcome of a response variable (Hayes, 2022a).

Model Summary

Table 9

Model Summary

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.782 ^a	.611	.605	1.61378

Table 9 shows the strength of the relationship between model and dependent variables. R² is the squared value of the multiple correlation coefficients, it shows about 60.5% of the valuation explained by the MLR model. Moreover, the standard error of the estimate in the model summary is 1.614.

ANOVA

Table 10

ANOVA

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	487.630	2	243.815	93.620	.000 ^b
	Residual	309.911	119	2.604		
	Total	797.541	121			
a. Dependent Variable: EMPLOYEE PERFORMANCE						
b. Predictors: (Constant), SKILL, EDU						

The table 10 the F-ratio shows a large value (93.620) and the significance value is zero. ANOVA table is a useful test for the model in explained the changes in the dependent variable. There is a strong relationship between the dependent variable and independent variable (P-value = 0.000). Since the P-value is $P\text{-value} \geq 0.05$, the relationship between dependent variable and independent variable is significant.

Coefficients

Table 11

Coefficients

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.366	1.421		2.369	.019
	EDU	.575	.091	.557	6.296	.000
	SKILL	.271	.089	.269	3.048	.003

a. Dependent Variable: EMPLOYEEPERFORMANCE

After analyzing the training data using linear regression in SPSS software, the table of coefficients (Table 11) will be produced. From the table above, we can observe based on the sig. (P-value) that the predictor variable Education and training has an effect on the outcome variable Employee Performance ($P = 0.000 < 0.05$) therefore the relationship is statistically significant. While the predictor Skill has an effect on the Employee Performance ($P=0.003 < 0.05$) therefore the relationship between the two variables is statistically significant.

PROCESS: To test the moderation effect

H3: Motivation moderate the positive relationship between education and training and employee performance.

Table 12

Model Summary

R	R-sq	MSE	F	df1	df2	p
.7823	.6120	2.6223	62.0437	3.0000	118.0000	.0000

Based on the modal summary that the R-sq is 0.6120 meaning that the independent variable explains 61 percent of the variation in the dependent variable.

Table 13

Moderation analysis for education-motivation-employee performance

	coeff	se	t	p	LLCI	ULCI
Constant	22.6716	.1716	132.1531	.0000	22.3319	23.0114
ET	.6270	.0824	7.6084	.0000	.4638	.7902
M	.2376	.0779	3.0504	.0028	.0834	.3919
Int_1	-.0040	.0223	-.1784	.8587	-.0482	.0402

The study appraised the moderating role of motivation (M) on the relationship between ET (Education/Training and Skill) and employee performance (EP). The results revealed a negative

and significant moderating impact of M on the relationship between ETS and EP ($b = -0.04$, $t = -0.1784$, $p = .8587$).

H4: Motivation moderate the positive relationship between skill and employee performance.

Table 14

Model Summary

R	R-sq	MSE	F	df1	df2	p
.7167	.5137	3.2867	41.5524	3.0000	118.0000	.0000

Based on the modal summary that the R-sq is 0.6120 meaning that the independent variable explains 61 percent of the variation in the dependent variable.

Table 15

Moderation analysis for skill-motivation-employee performance

	coeff	se	t	p	LLCI	ULCI
Constant	22.6452	.2023	111.9385	.0000	22.2446	23.0458
Skill	.5085	.0974	5.2188	.0000	.3156	.7015
Motivation	.2700	.0976	2.7659	.0066	.0767	.4633
Int_1	.0023	.0257	.0888	.9294	-.0485	.0531

Based on the table it shows, the moderating role of motivation (M) on the relationship between Skill and employee performance (EP). The results revealed a negative and significant moderating impact of M on the relationship between ETS and EP ($b = .0023$, $t = .0888$, $p = .9294$).

Discussion

In this discussion section, it will unravel related to the hypothesis whether it is supported for each variable used in this study. Based on the research objective it shows the strength between independent variable and dependent variable. For H1 and H2 the researcher uses Multiple Linear Regression (MLR) for research instrumentation. While for H3 and H4, the researcher use PROCESS that use to test moderation effect between 3 variables are significant or not significant.

Firstly, Hypothesis 1 (H1) posits a positive relationship between education and training and employee performance in the food industry. The results ($\beta = 0.557$, $p\text{-value} = 0.000$) support H1, as Cucos (2022a) states that a predictor outcome relationship is significant if the $p\text{-value}$ is equal to or lower than 0.05 ($P \leq 0.05$). This indicates that employee performance in Salleh Food Industry is higher when the organization places greater emphasis on education and training to ensure quality food production. This finding aligns with Guterres et al. (2020), who assert that employee performance improves when they participate in on-the-job education and training programs, as they acquire new skills that can be effectively applied to their current roles.

Secondly, Hypothesis 2 (H2) suggests a positive relationship between skill and employee performance in the food industry. The results ($\beta = 0.269$, $p\text{-value} = 0.003$) support H2, as Cucos (2022a) again emphasizes the significance of a predictor outcome relationship with a $p\text{-value}$ equal to or lower than 0.05 ($P \leq 0.05$). The research findings indicate that skill plays a crucial role in employee performance within the Salleh Food industry. This assertion is supported by

Farid and Taher (2021), who found that skill development positively impacts employee performance, with most empirical studies documenting this relationship as skill development leading to improved performance.

Thirdly, Hypothesis 3 (H3) posits that motivation moderates the positive relationship between education and training and employee performance. However, the results ($b = -0.04$, $t = -0.1784$, $p = .8587$) indicate that H3 is not significant. Cucos (2022b) explains that p-values for the independent variable, moderator, and intercept (Int_1) are significant when ($P\text{-value} \leq 0.05$). Consequently, this analysis demonstrates that no significant moderation effect exists between the variables.

Lastly, Hypothesis 4 (H4) suggests that motivation moderates the positive relationship between skill and employee performance. However, the results ($b = .0023$, $t = .0888$, $p = .9294$) also indicate that H4 is not significant. According to Cucos (2022b), p-values for the independent variable, moderator, and intercept (Int_1) are significant when ($P\text{-value} \leq 0.05$). Overall, motivation as a moderator does not significantly impact the variables, indicating no significant interaction.

In summary, the study highlights the importance of education, training, and skill development in improving employee performance in the food industry. While motivation is essential, it may not significantly moderate the impact of these factors on performance. Companies should focus on creating comprehensive employee development programs that emphasize skill-building and continuous learning, while also fostering a motivating work environment.

Implication of Study

The significant positive relationship between education and training and employee performance in the food industry (H1) highlights the importance of investing in employee development. Organizations, such as Salleh Food Industry, should prioritize continuous education and training programs to improve their employees' skills, knowledge, and overall performance. This investment can lead to higher productivity, better product quality, and increased competitiveness in the market.

The significant positive relationship between skill and employee performance in the food industry (H2) emphasizes the value of skilled employees for organizational success. Companies should focus on hiring, developing, and retaining skilled employees to ensure consistent high performance. Additionally, organizations should encourage skill development through targeted training programs and ongoing learning opportunities.

The lack of a significant moderating effect of motivation on the positive relationship between education and training and employee performance (H3) suggests that while motivation is important, it may not significantly enhance the benefits of education and training on employee performance. Organizations should still strive to maintain a motivated workforce, but they should not rely solely on motivation to improve the impact of education and training efforts.

Similarly, the lack of a significant moderating effect of motivation on the positive relationship between skill and employee performance (H4) indicates that motivation alone may not amplify

the benefits of skills on performance. While maintaining employee motivation is essential, organizations should prioritize skill development to drive performance improvements.

Limitations and Recommendations for Future Research

The primary limitation of this research is its narrow focus on employees at the Salleh Food factory in Senggarang, Johor. To enhance the accuracy of future studies, researchers should gather data from a larger pool of respondents across various companies within the same industry, which would yield more accurate results. Utilizing social media platforms such as Facebook, Telegram, WhatsApp, and others could facilitate this process by allowing numerous communities and workers in the food industry to participate in completing the questionnaire. Additionally, it is essential to make the study accessible through academic databases such as Google Scholar or other relevant websites, ensuring that the findings contribute to the broader research landscape. As for recommendations, researchers should consider broadening the scope of independent variables to explore more diverse ideas that illuminate how they impact the dependent variable. Moreover, enhancing the study's appeal by incorporating more references to support the claims and employing engaging and eloquent language can captivate readers and pique their interest. Future researchers should address the gaps identified in previous studies to contribute new insights to the existing body of knowledge.

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