

## AN INTEGRATED MODEL OF KNOWLEDGE, SATISFACTION, MOTIVATION, RELATEDNESS, AND JOB PERFORMANCE AMONG MUNICIPALITIES EMPLOYEE IN PALESTINE

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### **ABSTRACT**

*The purpose of this study is to explore the relationship between knowledge, satisfaction, and motivation on employee performance when mediated by relatedness. The sample used in this study consisted of 252 responses from Palestinian municipalities. The data were collected through structured questionnaire. The study used Partial Least Square (PLS) analysis technique using the Smart-PLS.3 software. Findings confirmed that relatedness, 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 relatedness was the most important factor. Where, the relatedness 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 relatedness and promote motivation, satisfaction, and knowledge at municipalities. Also, the study results stated that relatedness mediates the relationship between knowledge and performance; motivation and performance; and satisfaction and performance.*

**KEYWORDS:** Knowledge, Motivation, Satisfaction, Performance, Relatedness