

**UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI**



**A STUDY ON THE FACTORS THAT INFLUENCE
THE LEVEL OF JOB SATISFACTION AMONG EMPLOYEES
AT DEPARTMENT OF FISHERIES MELAKA
BANDARAYA BERSEJARAH**

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**CLEARANCE FOR SUBMISSION OF THE RESEARCH REPORT
BY THE SUPERVISOR**

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Title of Research Report : A study on the factors that influence the level of job satisfaction among employees at Department of Fisheries Melaka Bandaraya Bersejarah

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I have reviewed the final and complete research report and approve the submission of this report for evaluation.

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(ENCIK MUHAMAD FUAD BIN ABDUL KARIM)

Date:

Declaration

We hereby declare that the work contained in this research report is original and our own except those duly identified, recognized and acknowledged. If we are later found to have committed plagiarism or other acts of academic dishonesty, action can be taken against us in accordance with UITM's rules and academic regulations.

Signed,

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ACKNOWLEDGEMENT



We would like to praise and thankful to Allah Almighty for without His blessing we would not have successfully completed this research report titled “A Study on the Factors That Influence the Level of Job Satisfaction among Employees at Department of Fisheries Melaka Bandaraya Bersejarah”. Completing this research report was a very challenging task to both of us as we have to coop with time constraint between completing the report and performing our duties as government servants.

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Abstract

Understanding the factors that influence the level of job satisfaction among employees is vital as satisfied employees will improve overall effectiveness and successfulness of an organization while unsatisfied employees will become unproductive and eventually will decrease the performance of an organization. Department of Fisheries Melaka Bandaraya Bersejarah plays a crucial role as one of the government agency under the Ministry of Agriculture and Agro-Based Industry Malaysia (MOA Inc.) in achieving the targets outlined in the Third National Agrofood Policy (NAP, 2011 - 2020). However, a lack of attention has been focused on understanding the factors that influence the level of job satisfaction among the department's employees. Even though the level of job satisfaction has become one of the key performance indicators (KPIs) of the department, there was no survey conducted in order to find out the results. Within 5 years, more than a dozen of employees of the department either request to be transferred, being transferred by the management, or even resigned. These grounds are reinforced by the word of mouth among employees of the department concerning their discontented feelings towards their job satisfaction. The study focused to measure the level of job satisfaction by looking from four significant factors which is leadership style, career development, and co-workers' relationship. Thus, the main objective of this research is to study on the factors that influence the level of job satisfaction among employees at Department of Fisheries Melaka Bandaraya Bersejarah and to verify whether gender is one of the factor that influence the level of job satisfaction among employees. A questionnaire was developed and utilized to gather data regarding the importance of the factors to employees' level of job satisfaction. Total of 39 respondents has participated in the study from the whole population of 44 employees by using simple random sampling technique. The instrument has been developed and adapted from several of previously known researches. The data gathered was statistically analyzed in order to support or reject the research hypotheses by using the SPSS software. The findings of the research indicated that 51 percent of the respondents agree that they are satisfied with their job. In addition, gender differences do not influence the level of job satisfaction. Limitations and recommendations on the study are also being discussed.