



THE INFLUENCE OF JOB CHARACTERISTICS
ON OFFICE WORKER'S JOB SATISFACTION

HAZIRAH BINTI MUKHTAR

2015282892

BACHELOR OF BUSINESS ADMINISTRATION WITH
HONOURS (HUMAN RESOURCE MANAGEMENT)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

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HAZIRAH BINTI MUKHTAR

2015282892

Submitted in Partial Fulfilment of the Requirement for the
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DECLARATION OF ORIGINAL WORK



BACHELOR OF OFFICE SYSTEMS MANAGEMENT WITH HONOURS

FACULTY OF BUSINESS AND MANAGEMENT

UNIVERSITI TEKNOLOGI MARA MELAKA CITY CAMPUS

“DECLARATION OF ORIGINAL WORK”

I, Hazirah Binti Mukhtar, (I/C Number : 940512016584)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except here otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

Date of submission: January 2018

The Program Coordinator

Bachelor of Human Resource Management with Honours

Faculty of Business Management

University Technology MARA

Bandaraya Melaka

Dear Sir/Madam

Attached is the project title “The Influence of Job Characteristics on Office Worker’s Job Satisfaction” to fulfill the requirement as needed by the Faculty of Business Management, MARA University of Technology.

Thank you,

Sincerely,

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HAZIRAH BINTI MUKHTAR

2015282892

ABSTRACT

Five core job characteristics may influence job satisfaction among office workers. Skill variety, task identity, task significance, autonomy and feedback are among the job characteristics factors that may affect job satisfaction among office workers in SAJ Ranhill Segamat Johor. The primary data has been collected by the researcher through a questionnaire and based on five point Likert scale. The departments involved are Human Resource, Administration, Mechanical and Engineering, Network, Agency and Technical. With 97 respondents, the findings were derived. The survey data from respondents was to analyse using a hierarchical multiple regression analysis. Finding showed that task identity, autonomy and feedback impaired office workers' job satisfaction. There have two limitations of the study which is cross sectional and generalize are discussed in the light of implications for future research.

Keywords: job satisfaction, job characteristics, office workers, skill variety, task identity, task significance, autonomy, feedback