

A STUDY ON HOW ERGONOMICS AND WORKING ENVIRONMENT CAN IMPROVE JOB SATISFACTION AT FELDA HOLDINGS BERHAD

JEFFREY BIN AWANG 2007285104

BACHELOR OF BUSINESS MANAGEMENT (HONS) OPERATION MANAGEMENT FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA DUNGUN, TERENGGANU

APRIL 2010

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION WITH (HONS) OPERATIONS MANAGEMENT FACULTY OF BUSINESS MANAGEMENT MARA UNIVERSITY OF TECHNOLOGY

, <u></u> ,	, <u>JEFFREY BIN AWANG,</u>	(I/C Number: <u>880821-06-5927</u>
-------------	-----------------------------	------------------------------------

Hereby, declare that:

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

Signature:	Deter
Signature.	Date:
5.g.:ata:5	

TABLE OF CONTENT			PAGE	
DECLARATION OF ORIGINAL WORK				ii
LETTER OF SUBMISSION			SION	iii
ACKNOWLEDGEMENT			iv-v	
TABLE OF CONTENT			Г	vi-x
LIST O	F TABL	.ES		хi
LIST OF FIGURES				хi
LIST OF ABBREVIATION			ION	xii
ABSTRACT				xiii
СНАРТ	TERS			
1.0 INTRODUCTION				
	1.1	Backgr	round of Study	1
	1.2	Scope	of Study	2
		1.2.1	Time Frame	
	1.3 Background of Company		ound of Company	3
		1.3.1	History	
		1.2.2	Corporate Vision	4
		1.2.3	Corporate Mission	5
	1.4	Problem Statement		5-7
	1.5	Research Objectives		8
	1.6	Signific	cance of the study	
		1.6.1	The Researcher	
		1.6.2	The Organization	
		1.6.3	Body of Knowledge	9

	1.6	Scope of the study						
	1.7	Limitations of the study						
		1.7.1 Scope of study	9					
	1.8	Definition key terms	10					
		1.8.1 Ergonomics						
		1.8.2 Working environment						
		1.8.3 Job satisfaction						
2.0	LITE	LITERATURE REVIEW						
	2.1	Introduction	11					
	2.2	Ergonomics	11					
		2.2.1 Definition of Ergonomics	11-13					
	2.3	Working Environment	13					
		2.3.1 Definition of Working Environment	13-16					
	2.4	Job Satisfaction						
		2.4.1 Definition of Job Satisfaction	16-17					
3.0	RESEARCH METHODOLOGY AND DESIGN							
	3.1	Introduction						
	3.2	Theoretical Framework 18						
		3.2.1 Dependent Variable	19					
		3.2.2 Independent Variable	19					
		3.2.2.1 Ergonomics						
		3.2.2.2 Working Environment	20					
	3.3	Research Questions	20					
	3.4	Population						

ABSTRACT

This study is about to investigate how ergonomics and working environment do can improve job satisfaction among employees at Felda Holdings Berhad at Kuala Lumpur. There are several objectives of the study, first is to investigate the level of job satisfaction among employees at Felda Holdings Berhad, Kuala Lumpur. Second is to identify the relationship between independent variables and dependent variable. Third is, to suggest some possible recommendations and suggestions to improve level of employee's job satisfaction at Felda Holdings Berhad. This study concentrates on three variables of employee's job satisfaction at Felda Holdings Berhad, Kuala Lumpur. The dependent variable is level of employee's job satisfaction. For the independent variable there are ergonomics and working environment.

Data collected was analyzed by using the Statistical Package for Social Science (SPSS). A sample of 45 staffs in Felda Holdings Berhad, Kuala Lumpur has completed questionnaire measures and recorded. In the chapter four will explain the finding analysis and interpretation in this study. This chapter comprises the testing reliability analysis, frequency analysis, descriptive analysis and coefficient correlation.

The research provides useful information on the level of employee's job satisfaction at Felda Holdings Berhad, Kuala Lumpur. This study also will support a better evaluation of development policies of working environment conditions and equipment by the management.