A STUDY ON FACTORS THAT CONTRIBUTE JOB SATISFACTION AMONG MOCCIS’s EMPLOYEES

NUR FAIZAH BT JALALUDIN
2007285614

BACHELOR OF BUSINESS MANAGEMENT (HONS) OPERATIONS MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY
DUNGUN, TERENGGANU

APRIL 2010
A STUDY ON FACTORS THAT CONTRIBUTE JOB SATISFACTION AMONG MOCCIS EMPLOYEES

NUR FAIZAH BINTI JALALUDIN

2007285614

Submitted in Partial Fulfillment of the Requirement for the Bachelor of Business Administration (HONS) OPERATIONS MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY
TERENGGANU BRANCH

APRIL 2010
## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>DECLARATION OF ORIGINAL WORK</th>
<th>ii</th>
</tr>
</thead>
<tbody>
<tr>
<td>LETTER OF SUBMISSION</td>
<td>iii</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>iv-v</td>
</tr>
<tr>
<td>TABLE OF CONTENT</td>
<td>vi-x</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>xi</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>xii</td>
</tr>
<tr>
<td>LIST OF ABBREVIATION</td>
<td>xii-xiii</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>xiv-xv</td>
</tr>
</tbody>
</table>

### CHAPTERS

#### 1.0 INTRODUCTION

1.1 Background of Study  
1.2 Company Background  
   1.2.1 History  
   1.2.2 Vision  
   1.2.3 Mission  
   1.2.4 Logo  
1.3 Problem Statement  
1.4 Research Objectives  
1.5 Significance of the study  
   1.5.1 The Organization
1.5.2 Body Knowledge 6
1.5.3 To The Researcher 7
1.6 Scope of the study 7
1.7 Limitations of the study 7
  1.7.1 Respondent 8
  1.7.2 Time constraint 8
  1.7.3 Lack Of Experience 8
1.8 Definition of terms 8-9

2.0 LITERATURE REVIEW
  2.1 Introduction 10
  2.2 Definition 10-12
  2.3 Remuneration 12-13
  2.4 coworker relationship 13-15
  2.5 working environment 15-17

3.0 RESEARCH METHODOLOGY AND DESIGN
  3.1 Introduction 18
  3.2 Theoretical Framework 18
    3.2.1 Dependent Variable 19
    3.2.2 Independent Variable 19
  3.3 Research Questions 19-20
ABSTRACT

This research is to study factor that contribute to job satisfaction among MOCCIS employee. It to determine the relationship between job satisfaction with remuneration, working environment and coworker relationship. It started with introduction of the study, which indicates the overall view of what is job satisfaction.

Questionnaire where use as the medium to gather the information. There were five sections in this questionnaire, which is demographic, remuneration, coworker relationship, working environment and overall satisfaction, using liked scale method which 1 is strongly disagree and 5 strongly agree.

The finding indicates the low strength of significant between job satisfaction and remuneration (0.267) and also low significant strength between job satisfaction and working environment (0.118). Last but not least, researcher proposes recommendation toward situation that occur in MOCCIS.