



**UNIVERSITI TEKNOLOGI MARA  
MALACCA BRANCH**

**THE RELATIONSHIP BETWEEN JOB SATISFACTION  
AND PERFORMANCE  
“ A CASE STUDY AT KEMAS JEMPOL NEGERI  
SEMBILAN”**

**BEING A THESIS SUBMITTED FOR THE FULFILLMENT  
OF PROGRAM BACHELOR OF  
CORPORATE ADMINISTRATION (HONS)**

**BY:  
JANAWATUL FIEZA BINTI HAMISAN  
2002606320**

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## ABSTRACT

Individual satisfaction in their work place is related to the fulfillment to their basic need. The more the need are satisfied, the greater the degree of a person 's job satisfaction. Workers satisfactions among important element required in delivering quality services to the society, the aim of this study is to determine workers satisfaction level in relation to the performance of work also relation to their basic need and suggest way to motivate the worker. A survey using structural questionnaires was administered to the staff in KEMAS for data collection. All the data analyzed using the statistical package for social sciences (SPSS). The study reveals those satisfaction and performance workers are interrelated each other. The percentage of level satisfaction in term of their work 94% said that they are satisfied and 6% said they are not satisfied with theirs work. Meanwhile 94% are satisfied in their organization structure and 6% are not satisfied with their organization.

In KEMAS it shows that it was a government agencies that successful in the fulfill the basic need of the worker. To improve quality of the work performance, the worker's satisfaction must be enhancing through several way (Recommendation) that will be explain further.

The KEMAS should act and identifying the factors contributes to employee's satisfaction in order to ensure good work performance.

It was hope that the result from the study will help government as well as KEMAS organization to increase the efficiency of management in satisfying their workers basic needs.

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Lastly, to all my friends and individuals who have assisted me in completing the paper, I owe you strong "thank you". I have tried to incorporate as many as possible. Without their comments and their input, this paper would not be possible done.

## **LETTER OF TRANSMITTAL**

Bachelor Corporate Administration (General Administration)  
Faculty of Administrative sciences and Policy Studies  
University Technology Mara ( UiTM)  
78000 Alor Gajah  
Melaka

5 hb March 2004

Tuan Haji Shawal Bin Kaslam  
Faculty of Adminstrative Sciences and Policy Studies  
University Technology Mara (UiTM)  
78000 Alor Gajah  
Melaka.

SIR,

### **Submission of the Internship Project.**

I Enclosed here is a Thesis entitled "The Relationship Between Job Satisfaction and Performance: A Case Study at KEMAS Jempol Negeri Sembilan.

I do hope that this thesis will meet the requirement of the Faculty and help you find it satisfactory.

Thank you.

Yours sincerely,

(JANAWATUL FIEZA BINTI HAMISAN)

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