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**Title of Research:
*INFLUENCE OF DEMOGRAPHIC FACTORS ON JOB
SATISFACTION: A CASE STUDY IN
KUCHING RESIDENT OFFICE***

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SEMESTER SEPTEMBER 2013-JANUARY 2014

Acknowledgement

Completing the research was a challenging project for us. However, fortunately we had the help of many parties that made this project less difficult. Dr. Kuldip kept us motivated and on course during all those moments things were not going as planned. We were delayed but we thank you him from the bottom of our hearts for being there in our moments of need.

Our supervisor, Miss Chai deserves a special mention here. She taught us many things about research and we learn a valuable lesson about research in action. Things do not go as expected or planned. You have to make adjustments but these adjustments must be justified and qualified.

We would like to thank God without whose blessing we will not have successfully completed this proposal.

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Abstract

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This study tries to determine the influence of demographic factors (gender, age, ethnicity, education background, length of service, service status, marital status and monthly income) on job satisfaction (which are organization benefits, employees involvement in decision making, condition/environment of the workplace and job performance) among the employees in Kuching Resident Office. The study was conducted among 33 respondents which consists of 18 male employees and 14 female employees in Kuching Resident Office. In this study the whole population was used. The study revealed that there demographic factor did not reflect on job satisfaction in Kuching Resident Office. The level of job satisfaction can be influence by various factors including their personal traits and characteristic of the work. It is an emotions or feeling of the employees which influence their working behaviour. So, demographic factors did not influence on job satisfaction of the employees in Kuching Resident Office.

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CHAPTER 1 INTRODUCTION

1.0 Introduction

This chapter focuses the background of the study on job satisfaction in Kuching Resident Office. Section 1.1 explains the background of the study and section 1.2 states organization background and the Section 1.3 is about problems statement. Section 1.4 on the other hand, states the research objectives and Section 1.5 is on the information regarding the research questions. Section 1.6 explains the scope of the study and Section 1.7 is all about the significance of the study. Section 1.8 is about the definition of Terms/Concepts.

1.1 Background of the Study

Globalization trend, technology changes and development as well as new business practices continuously influence the organizations in Malaysia. Many organizations are facing intensive challenge in improving job satisfaction among their employees.

Normally, employees will be more satisfied when they feel that they are rewarded fairly for the work they have done. Employees with higher job satisfaction are important since they believe that the organization would have a great future in the long term and the organization gives reward to employees which have the quality of work. So, the employees will committed to the organization and it will increase the productivity of the organization.

Job satisfaction play a key role in the determination of subjective well-being is a crucial factor for labour market outcomes. "Greater employee well-being is associated