

**THE RELATIONSHIP BETWEEN JOB  
SATISFACTION AND JOB EFFECTIVENESS  
AMONG EMPLOYEES AT JABATAN KETUA  
MENTERI, AYER KEROH MELAKA**

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## ABSTRACT

Recently, there is no doubt that employees' satisfaction is a crucial matter in creating job effectiveness and influence productivity of an organization. This is because the employees are the skeletons of the organization and there is a responsibility of organization itself to satisfy and fulfils their needs and wants. This research was conducted to examine "The Relationship between Job Satisfaction and Job Effectiveness among Employees at Jabatan Ketua Menteri, Ayer Keroh Melaka.

By using a survey method, the data were collected from 102 personnel at Jabatan Ketua Menteri and the study has found out that all demographic constructs were insignificantly correlated to all elements of working environment/condition except age VS average employees pay and rewards at  $P < 0.014$  and position VS average relationship with peers at  $P < 0.037$ . It was found that all employees were satisfied with all elements of working environment at mean score higher than 2.5. Contingency coefficient revealed that average working environment attributes were insignificantly correlated with average job effectiveness elements at  $P > 0.05$  means that the highly satisfied employees will lead to high job effectiveness.

For this purpose of study, a survey using self-administered questionnaire had been distributed, besides interviews and observation as the sources of primary data. The study was based on simple random sampling method. The data that gathered were analyzed by using Scientific Program of Social Science (SPSS) application version 11.0. Besides primary data, another reliable source of data is secondary data which are collected through journals, books reading and other sources.