



**FACTORS CONTRIBUTE TO WORKPLACE HAPPINESS AMONG
SUPPORT SERVICE EMPLOYEES IN KPJ PUTERI SPECIALIST
HOSPITAL**

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DECLARATION OF ORIGINAL WORK



BACHELOR OF ADMINISTRATION

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“DECLARATION OF ORIGINAL WORK”

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degree.
- This project 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: _____ Date: 10th JANUARY 2019

LETTER OF SUBMISSION

January 2020

The Head of Program
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Dear Sir/Madam

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**FACTORS CONTRIBUTE TO WORKPLACE HAPPINESS AMONG SUPPORT SERVICE EMPLOYEES IN KPJ PUTERI SPECIALIST HOSPITAL**”, I hope this thesis will meet the requirement and expectation from you and the faculty. Thank you very much for all the guidance and supports you have generously rendered upon the completion of this thesis.

Sincerely,

(Nur Zafirah Binti Ahmadi)

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ABSTRACT

The study explore the factors that contribute to workplace among support service employees at KPJ Puteri Specialist Hospital. The purpose of this study is to determine the relationship between friends factor and workplace happiness and also to determine the relationship between employee engagement and workplace happiness. The variables that are being used in this study are friends factor and employee engagement. The sampling technique that was used in this study is convenience sampling. The questionnaire was distribute to the support service employees and data has been analyzed through the Statistical Package for Social Sciences (SPSS). The findings shows that there is a significant relationship between friends factor and workplace happiness. The result for employee engagement is shows that there is a significant relationship between employee engagement and workplace happiness

Keywords: *Workplace Happiness, Friends, Employee Engagement*