



**A STUDY OF FACTORS INFLUENCES THE JOB SATISFACTION AMONG
WORKERS ON PEJABAT DAERAH AND TANAH**

TUN AMIRA BT. NIKMAN

2010852258

NUR FARAH HUDA BT. ABD. MAJID

2010867328

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE MANAGEMENT)**

**FACULTY OF BUSINESS MANAGEMENT
UITM MELAKA CITY CAMPUS**

JULY 2013

**A STUDY OF FACTORS INFLUENCES THE JOB SATISFACTION AMONG
WORKERS ON PEJABAT DAERAH AND TANAH**

TUN AMIRA BT. NIKMAN

2010852258

NUR FARAH HUDA BT. ABD. MAJID

2010867328

**Submitted in Partial Fulfillment of the Requirement for the
Bachelor of Business Administration with Honours
(Human Resource Management)**

**FACULTY OF BUSINESS MANAGEMENT
UITM MELAKA CITY CAMPUS**

JULY 2013

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
"DECLARATION OF ORIGINAL WORK"**

1. Tun Amira bt. Nikman (2010852258)
2. Nur Farah Huda bt. Abd. Majid (2010867328)

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 degrees.
- This project-paper 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: _____

Signature: _____ Date: _____

5th July 2013

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

Universiti Teknologi Mara

Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah

75300 Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled: **“A STUDY OF FACTORS INFLUENCES THE JOB SATISFACTION AMONG WORKERS ON PEJABAT DAERAH AND TANAH”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara (UiTM).

Thank you.

Yours sincerely,

TUN AMIRA BT. NIKMAN

(2010852258)

NUR FARAH HUDA BT. ABD. MAJID

(2010867328)

Bachelor of Business Administration (Hons) Human Resource Management

ABSTRACTS

Job satisfaction has become the major concern almost the organizations. Job satisfaction is a continuous challenge for human resource manager even staying or leaving an organization is an employee's critical challenge. When the individual feels that the organization he or she works for does not fulfill his or her needs anymore intention unsatisfied with the job would be triggered in one's mind. In our research we found out that the problem statement is about dissatisfaction among workers in term of their job and task. The objectives of this study to examine the relationship between opportunity to develop, responsibilities, and staff relation with job satisfaction as well as to identify the most dominant factor that lead job satisfaction. The data has been collected from workers Pejabat Daerah and Tanah, Seri Iskandar by distributing questionnaire to them by using simple random techniques. . The sample of this study is 50 respondents. To test the hypothesis, SPSS 20.0 has been adopted for basic analysis purposes. Results show that there are good relationships between opportunity to develop, responsibilities, and staff relations with job satisfaction for at all. Beside that, in this study we also suggested the recommendation for the organization to improve their level satisfaction of employees which are the organizational should give appropriate training, provide activities that involve all workers and give accurate responsibilities to the employees. Here, the findings and result in the study will be useful for the other researchers and banking institutions that are aware on the employees' motivation and performance in Malaysia.