

UNIVERSITI TEKNOLOGI MARA

**FACTORS AFFECTING JOB
SATISFACTION: A CASE STUDY
AMONG EMPLOYEES AT MINISTRY
OF WELFARE, WOMEN AND
FAMILY DEVELOPMENT**

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the degree of
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AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of University Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

The purpose of this study is to examine the factors that affect job satisfaction among employees at Ministry of Welfare, Women and Family Development (MWWFD). The factors are pay, work, promotion, supervision, co-workers, recognition, work environment and organizational policy. First objective of this study is to examine the level of job satisfaction among employees at MWWFD. Second objective is to examine the relationship between the factors and job satisfaction among employees at MWWFD. The last objective is to examine the main determinant factor that influences the employees' job satisfaction. The independent variables for this study are pay, work, promotion, supervision, co-workers, recognition, work environment and organizational policy, while the dependent variable represents by the job satisfaction of the employees. From the analysis Pearson's Correlation, pay, work, promotion, supervision, co-workers and organizational policy had a significant positive relationship with dependent variable (Overall Job Satisfaction). Therefore, this study had rejected the null hypothesis for pay, work, promotion, supervision, co-workers and organizational policy. Then, recognition and work environment shows that no relationship with the overall job satisfaction. Therefore, this study had accepted the null hypothesis for recognition and work environment. For the multiple regression analysis, it showed that organizational policy, supervision, co-workers and pay are the main determinant factor affecting employees' job satisfaction in MWWFD.

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CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

This chapter discusses the background of the study, problem statement, objective of the study, research questions, significance of the study, limitation of study, scope of study, and definition of key terms.

1.2 BACKGROUND OF THE STUDY

Ministry of Welfare, Women and Family Development (MWWFD) officially establish on 30 October 2011. The establishment is based on the restructuring of the Sarawak State Cabinet on 28 September 2011. Also, it is one of the efforts to upgrade the Seksyen Pemantapan Pendidikan dan Komuniti under the Unit Pembangunan Sumber Manusia dan Kualiti, Jabatan Ketua Menteri. MWWFD start its operation on January 2012 at the fifth floor, Bangunan Baitul Makmur. In April 2013, MWWFD has moved to the new office in the same building at the ground floor.

Generally, the objectives of the establishment MWWFD are empowering women in Sarawak and improvise public programs through human welfare services, empowerment of women, strengthening of the family institution, strengthening early childhood education, self-development and improve the living standards of low income earners.

MWWFD has four main sections whereas, Perancangan Dasar; Kecemerlangan Tadbir dan Urus; Pelaksanaan Projek Fizikal dan Program dan Hubungan dan Kerjasama. There are two departments under this Ministry that acts as implementer for the all programs includes welfare, women, family development and community wellbeing.