UNIVERSITI TEKNOLOGI MARA

STUDY ON LEVEL OF JOB SATISFACTION AMONG
EMPLOYEES IN CORPORATE SERVICES IN SESB

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DECLARATION

I hereby declare that the work contained in this research proposal is my own except those which have been duly identified and acknowledge.

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1.1 Introduction

Job satisfaction as a significant determinant of organizational commitment has been well documented in numerous studies (Porter *et al.*, 1974; Mottaz, 1987; Williams and Anderson, 1991; Vanderberg and Lance, 1992; Knoop, 1995; Young, Worchel and Woehr, 1998; Testa, 2001). Hence, managers in today's organizations have placed great importance on the issue of job satisfaction of their employees. This is because employees who are satisfied are more likely to be committed to their organizations. These workers, in return, are more likely to take pride in organizational membership, believe in the goals and values of the organisation and, therefore, exhibit higher levels of performance and productivity.

Do people really like their jobs? Definitely, everyone knows from the news about dissatisfied workers going on strike or even acting violently toward their supervisors, directors, but overall people are quite satisfied with their jobs. The consequences of job dissatisfaction have been devastating to both organizations and individuals. Research on employee job satisfaction has consistently confirmed that low job satisfaction contributed to low organizational commitment, low employee morale, and increased job turnover (Soler, 1998). Other researchers have found similar results; low job satisfaction has been found to contribute to productivity loss, employee frustration, low employee morale, high employee absenteeism, and increased job turnover (Fisher, 2000; Locke, 1976; Porter & Steers, 1973; Vroom, 1964). Employee behaviors related to job dissatisfaction have included complaints, grievances, lateness, leaving early, and taking longer-than-authorized employee breaks (Cranny, Smith, & Stone, 1992; Firebaugh & Harley, 1995).