



**BACHELOR IN OFFICE SYSTEMS
MANAGEMENT (HONS.)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
(SARAWAK)**

**THE RELATIONSHIP BETWEEN WORKING
ENVIRONMENT AND JOB SATISFACTION AMONG
NON-EXECUTIVE STAFFS AT MALAYSIA
AIRPORTS, SIBU, SARAWAK**

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**DEGREE IN OFFICE SYSTEMS MANAGEMENT (Hons.)
FACULTY OF BUSINESS AND MANAGEMENT**

“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 degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

The objective of this study was to investigate the relationship between work environment and job satisfaction among non-executive employees at Land and Survey Department, Kota Samarahan. The factors that contribute to work environment involves working conditions (job safety, job security and working hours), relationship with co-workers and top management and esteem needs.

This study has been conducted in Land and Survey Department, Kota Samarahan. The data collection method was questionnaire survey that was distributed to 80 non-executive employees at Land and Survey Department, Kota Samarahan. This data was being analyzed using the Statistical Packages Social Science Software version 20 (SPSS).

The outcome demonstrates that every element of Working Environment has positive significant correlation with Job Satisfaction. Working Conditions have a positive strong significant relationship with Job Satisfaction. The relationship with Co-workers also has a positive strong significant relationship with Job Satisfaction. However, Top Management and Esteem Needs have positive moderate significant relationship with Job Satisfaction. It is recommended that future researchers should expand the number of respondents, conduct the future research towards executive employees and in private sectors. In addition, this study was conducted for both genders which are males and females and there might have be differences between males and females employees in term of implementation in the working environment.

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CHAPTER 1

INTRODUCTION

Background of the Study

Organizations are facing several challenges due to the dynamic nature of the environment. One of the many challenges for a business is to satisfy its employees in order to cope up with the ever changing and evolving environment and to achieve success and remain in competition. In order to increase efficiency, effectiveness, productivity and job commitment of employees, the business must satisfy the needs of its employees by providing good working conditions (Abdul R., Raheela M., 2015).

A working environment is a place where employees perform their activities, where it can bring positive and negative effects for the employees to achieve their results. A conducive working environment will give a good impact on the continuity of the employment, while a less conducive working environment will bring a negative impact on the continuity of its employment (Suharno P., Purwanto KS., and Rachmad G., 2016).

Uncomfortable working environment such as messy environment will cause more errors to perform the job. According to Ricardo M., Jose RH., Carmen J., Szabolcs B. (2013), people with high conscientiousness commit more errors in a messy environment than in a tidy environment. Therefore, a messy environment is detrimental for the