



**FROM LEFT TO THE RIGHT**

**NUR NADHIRAH TALMIZI, NUR AMIRA SHAFIQAH MOHD SHAH**

**NUR HAIFA SYAKIRAH NURUDDIN KAMAL**

**TOPIC: THE RELATIONSHIP BETWEEN WORKING ENVIRONMENT**

**AND JOB SATISFACTION AMONG PUBLIC SECTOR**

**EMPLOYEES IN KOTA SAMARAHAN**

**SUPERVISOR: MADAM SUSANA WILLIAM JALIL**

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Nur Amira Shafiqah Binti Mohd Shah,  
Nur Haifa Syakirah Binti Nuruddin Kamal,  
Nur Nadhirah Binti Talmizi,  
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Faculty of Business and Management  
University Teknologi MARA

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## **CHAPTER 1**

### **INTRODUCTION**

Chapter one delivers the background of the study, statement of the problem, research objectives, research questions, significance of the study, limitations of the study and definition of terms.

#### **Background of the Study**

Malaysia is progressing significantly toward a developed nation by 2020 but we are still struggling with issues and questions on how we are going to get there. Some of the efforts to achieve the vision depend on our readiness to be part of the workforce. In order to achieve the vision, our workforce should be provided by an organization with a good working environment. The literature review on the matter shows that employee satisfaction depends on favourable work environment. Bhola (2015) found that work environment has direct bearing on job satisfactions of the employees.

According to Abdul Raziq and Raheela Maulabakhsh (2015), job satisfaction is an orientation of emotions that employees possess towards role they are performing at the work place. Job satisfaction is the essential component for employee motivation and encouragement towards better performance. Thus, job satisfaction is important and beneficial to employees and the organizations to produce more good results as well as for achieving the mission and vision of their businesses. Other than that, the efficiency of the human resource management in maintaining good work environment

or culture affects not only the performance of employees and organisation but also affects the growth and development of the entire economy.

Job related factors that can be divided into two categories which are Hygiene and Motivation factors (Herzberg, 1959; Abdul Raziq et.al, 2015). These two factors have their own sign which is inter-related to each other. Hence, the study had shown that the work environment had some impacts especially on employees' job satisfaction.

Nevertheless, most organizations are not too concerned about their working environment resulting in negative impacts on the employees' performance (Spector, 1997; Abdul Raziq et.al, 2015). Maulabakhsh (2015) stated that working environment should contain good relations with co-workers, job safety and security to employees, recognition for good performance, motivation for performing well and decision making process participation. Other than that, Lane, Esser, Holte, and Anne (2010) found that there are other factors that give an impression that salary, working hours, authorities that were given to the employees, organizational structure and interaction between employees and top management contribute to relationship between working environment and the employees' job satisfaction.

This study is a replication of the one done by Abdul Raziq and Raheela Maulabakhsh (2015). The purpose of this study is to provide beneficial suggestion to the management in public sector to formulate strategies that could assist them to attract and retain their employees on the long term. To achieve this, the study will examine the factors of the work environment which are working hours, job safety and security, relationship with co-workers, esteem needs and top management that affect the job satisfaction among public sector employees.