

THE RELATIONSHIP BETWEEN THE HYGIENE FACTORS OF HERZBERG
THEORY AND JOB SATISFACTION AMONG NON-EXECUTIVE
EMPLOYEES IN SARAWAK LAND CONSOLIDATION AND
REHABILITATION AUTHORITY (SALCRA) KOTA SAMARAHAN,
SARAWAK.

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ABSTRACT

The purpose of this study was to determine the top two hygiene factors that contribute to job satisfaction and the relationship between the hygiene factors and job satisfaction among non-executive employees in Sarawak Land Consolidation and Rehabilitation Authority (SALCRA) Kota Samarahan, Sarawak. There are three hygiene factors that investigated which are salary, supervision and work environment. All of the hygiene factors were tested in order to see which one are the main hygiene factors that contribute to job satisfaction and which hygiene factors that has a positive, high and significant relationship with job satisfaction. The total population was 120 non-executive employees and 92 was the sample size. Data collection was gathered by using a questionnaire. The result indicates that the main hygiene factors were work environment and supervision and there was a significant relationship between the hygiene factors (salary, supervision and work environment) and job satisfaction. The researcher recommends that the study should be done to other employees from another organization as well to see whether there are any similarities in the findings in studying the same field of research.



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“DECLARATION OF ORIGINAL WORK”

I, Claudia Anak Jubik, (I/C: 930215135908)

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.

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CHAPTER 1

INTRODUCTION

Background of the Study

In this recent year, job satisfaction is used as a variable in organizational behavior and it means how satisfied an employee is with his and her job. In general, job satisfaction is the key of employee loyalty with company and employee productivity. According to Armstrong (2007) observation, as cited in Edabu and Anumaka (2014), the job satisfaction of employees is also important because when employees are unhappy, frustrated, uninspired and not motivated, their level of production is low. It showed that the job satisfaction is a way in which employees like or dislike their jobs and it also a reaction that they hold about their job. However, the consequences of a low level of job satisfaction can affect the organization, either in small or large ventures.

According to Cong and Van (2013), employers take a task challenge to give a high level of job satisfaction among their staff. As identified by Cong and Van (2013), there are selected factors which increase the level of job satisfaction among employees such as career development opportunities, job security, pay and promotion, good working condition, job interest and personal or company loyalty to employees.

Besides that, Parvin and Kabir (2011) stated that the happier the employees within their job, the more satisfied they are said to be. It showed that the job satisfaction is important as the aspect that was used to be measured by the