

THE RELATIONSHIP OF JOB PROMOTION AND JOB QUALITY
WITH JOB SATISFACTION AMONG EMPLOYEES OF SARAWAK
CONTINGENT POLICE HEADQUARTERS AT KUCHING,
SARAWAK

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July 2016



BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)
FACULTY OF BUSINESS MANAGEMENT

AUTHOR'S DECLARATION

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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.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

Currently, job satisfaction was important matter in ensured the employees happy with their career where it tends the employees become more competitive and committed with their work. There were two factors that contribute to the job satisfaction tested in this study which is job promotion and job quality. Thus, this study was conducted to find out the relationship job promotion and job quality with job satisfaction among employees of Sarawak Contingent Police Headquarters at Kuching, Sarawak. From this study result, the relationship between independent variables and dependent variable was tested by using Statistical Package for the Social Sciences Version 22 to analyse the data. The data were collected by using questionnaires as the main instrument to get the data. The total questionnaires have been distributed to the respondents was 150 copies and the respondents returned back 116 copies and the researcher was using 113 copies as the valid. Based on the research objectives and questions that have been developed, the findings of the study directed two factors have strong relationship that influence job satisfaction among employees. Therefore, an organization can review this study to improve their approach toward employees.

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CHAPTER 1

INTRODUCTION

Chapter 1 was the chapter where the researcher stated the background of the study that the researcher would like to investigate. From here the researcher identifies the problem statement and identifies objectives and research questions. The researcher also addresses significance of the study, limitation of the study and definition of terms that related with the study.

Background of the study

Job satisfaction was generally known as the expressions of worker's positive attitude toward their work in the employment process. This feeling can be retaining as long as a result of what they gained from their work were rewarded with the social status and experience of employment. Job satisfaction can be turned into negative effect when the employees do not get what they need or want as reward. An organization usually maintains this feeling by rewards them through economic benefit, social status and job characteristic. Thus, job satisfaction can be met when the desire of worker is paid appropriately (Man, Modrak., Dima, and Pachura, 2011).

Another researcher stated that job satisfaction were combination of psychological, physiological and environment surroundings (Aziri, 2011). Previous researcher also said that job satisfaction can be influence by many types of external factor where all of these factors contribute to the job satisfaction of employees in the