

THE RELATIONSHIP BETWEEN NON-FINANCIAL
REWARDS (JOB ENRICHMENT AND EMPLOYEES'
RECOGNITION) AND JOB SATISFACTION AMONG
SUPPORT STAFF AT JABATAN PERTANIAN BAHAGIAN
SAMARAHAN, SARAWAK

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ABSTRACT

This study is to identify the relationship between non-financial rewards and job satisfaction among support staff at Jabatan Pertanian Bahagian Samarahan, Sarawak. There are two factors of non-financial rewards that have been chosen in this study which are Job Enrichment and Employees' recognition. The approach that has been used is distributing questionnaires to the support staff at Jabatan Pertanian Bahagian Samarahan, Sarawak. The questionnaires were distributed to 86 participants and 100% of them responded for this study. Based on the finding, 86 participants who have completed the questionnaires revealed that Job Enrichment and Employees' recognition with Job Satisfaction were positively connected to the support staff at Jabatan Pertanian Bahagian Samarahan, Sarawak. Employees' recognition shows a moderate correlation, significant and positive relationship between Job Satisfaction with the value ($r=0.427^{**}$). Meanwhile, the results for Job Enrichment shows a weak correlation, significant and positive relationship between Job Satisfaction with the value ($r=0.270^*$). The findings also revealed that non-financial rewards which are job enrichment and employees' recognition had positive impact on employees' level of satisfaction in the organization. Lastly, this research only used two types of non-financial rewards which are Job Enrichment and Employees' recognition and the researcher suggested that the future research should conduct the study with different types of non-financial rewards.

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CHAPTER 1

INTRODUCTION

Background of the study

Rewards are very important in every organization in order to satisfy the employees who work so hard to achieve the company's goals. Every employee demands for rewards for their own satisfaction. Reward is known as something that employee received which is given by the organization as a response for a success or achievement (Rehman et al., 2014). This shows that rewards have greater impact for the employees which can measure their level of satisfaction after receiving the rewards from the employers. Reward can be grouped into financial and non-financial reward. Normally reward is given after the employees achieve the project goals so that the employees will be more motivated and appreciated. Rewards are positive outcomes that are earned as a result of an employee's performance. Non-financial rewards are considered as non-monetary rewards where employees are given rewards like recognition and job enrichment. According to Tausif (2012) level of satisfaction and motivation in job is increased when they are given the non-monetary rewards. It has been described that non-monetary rewards are significant in improving the employees' satisfaction in a result of increasing in work productivity as well as sustaining competitive advantage.

There are several factors of job satisfaction which are achievement, recognition, responsibility and advancement that is related to intrinsic motivation.