

THE EXTRINSIC FACTORS AND JOB SATISFACTION AMONG NON-
EXECUTIVE EMPLOYEE AT THE COUNCIL OF THE CITY KUCHING
SOUTH (MBKS)

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ABSTRACT

Job satisfaction plays an important role in the organization. The managers at The Council of the City Kuching South (MBKS) should make sure that employee satisfaction high among the workers. The objective of this study is to identify the extrinsic factors among non-executive employees and to investigate the relationship between extrinsic factors and job satisfaction among non- executive employees. The public sectors like The Council of the City Kuching South (MBKS) were selected for conducting this research study. A closed ended questionnaire was developed to get feedback from target audience. There were 80 questionnaires has been distributed in that organization. It was observed that the factors like salary, organization supervision, employee development program and status are helpful to measure the level of job satisfaction among the non- executive employees. The finding was found that, these extrinsic factors have a positive relationship towards job satisfaction in this organization. Based on the research question 1, using Pearson correlation coefficient it was found that, salary has a positive, small and significant relationship with job satisfaction ($r=0.28$, $p<0.05$). Followed by organization supervision it was recognized that organization supervision has a positive, medium and significant relationship between job satisfaction ($r=0.34$, $p<0.01$). Next, employee development program was found that has a positive small significant relationship towards job satisfaction ($r=0.29$, $p<0.05$). Last but not least, it was reported that status has a positive, medium significant relationship towards job satisfaction ($r=0.33$, $p<0.01$).

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CHAPTER 1

INTRODUCTION

Background of the Study

There are a lot of extrinsic factors that affect job satisfaction in which it builds motivation, individual performance, reduce absenteeism and turnover. The organization needs to consider the extrinsic strategies in order to retain their employees. Jehanzeb and Bashir (2013) argued that, in order for the organization to retain their competent employees, the organization should highlight on the satisfaction as well as retention of their employees. It was recognized that extrinsic factors as an important to ensure the employees are satisfy with their job. According to Mobley (1997), cited in Jehanzeb, Bakar and Rasheed (2015), who stated that employees who left the organization are dissatisfied with their jobs compared to the satisfied employees.

Therefore, this study is to propose on how extrinsic factors give effect on the job satisfaction among non-executive employees in public sector at The Council of the City of Kuching South (MBKS). According to Freeman (2005) cited in Alam sageer, Sameena Rafat and Puja (2012), the statistics shown that 50% can reduce company turnover if the organization has been care and developed the extrinsic factors which were salary, organization supervision, employee development program, status, work conditions, interpersonal relations, company policies and security