

THE RELATIONSHIP BETWEEN WORK VALUES AND JOB SATISFACTION
AMONG PUBLIC SECTOR EMPLOYEES AT SOCIAL SECURITY ORGANIZATION
(SOCSO) KUCHING, SARAWAK.

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“DECLARATION OF ORIGINAL WORK”

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- 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.
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ABSTRACT

My research provides the findings of the relationship between work value and job satisfaction among public sector employees at SOCSO Kuching, Sarawak. Specifically, this research paper analyzed four dimensions of work value which are openness to change, conservative, self-transcendence and self-enhancement with job satisfaction. Work value differences were investigated in the context of a visual search task. Public sector employees were given questionnaire to define the findings of this study.

I investigated work values toward job satisfaction among public sector employees at SOCSO Kuching. The questionnaires were given to managers, executives and support staff namely administrative assistant, operation assistant, secretaries and clerk. These findings were to define whether there is a relationship between openness to change, conservation, self-transcendence and self-enhancement with job satisfaction. This research was also conducted to investigate which one of the work values are the most applied in this organization.

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CHAPTER 1

INTRODUCTION

This chapter outlines the introduction and background of the study, statement of the problem, research objectives, research questions, significance and limitations of the study. The definitions of terms are included at the end of the chapter.

Background of Study

In Malaysia, work values are likely to be different because of the existence of different types of civil servants in organization. Civil servants in Malaysia are divided into the federal and state civil service. Six states (Kelantan, Kedah, Terengganu, Johor, Sabah, and Sarawak) have their own state civil service, while all other states and the federal government rely on the federal civil service (Human Resource Ministry, 2015). The differences among them are likely to influence their work values because they work in different organizations and also in different states. Different organizations practice different work values. The Schwartz Values Survey identifies ten universal values that are organized into a system of four types of higher-order values: openness-to-change (self-direction, hedonism, stimulation), conservation (conformity, security, tradition), self-enhancement (achievement, power), and self-transcendence (benevolence, universalism).