

THE RELATIONSHIP BETWEEN WORKING  
ENVIRONMENT AND JOB SATISFACTION AMONG  
PUBLIC SECTOR EMPLOYEES AT COMMUNITY  
DEVELOPMENT DEPARTMENT (KEMAS) KOTA  
SAMARAHAN, SARAWAK

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MAY 2018

## AUTHOR'S DECLARATION



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“DECLARATION OF ORIGINAL WORK”

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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**

The working environment has a huge impact towards employee's job satisfaction. The variables included in working environment are top management and esteem needs, job safety, security and working hours, and relationship with co-workers. The objective of this study is to investigate the relationship between working environment and job satisfaction among public sector employees at Community Development Department (KEMAS) Kota Samarahan, Sarawak. Data was collected through questionnaire and the questionnaire was adapted from a previously validated survey. Convenience sampling was used for collecting data from 108 in Community Development Department (KEMAS) Kota Samarahan, Sarawak. The result shows a positive and strong relationship between working environment and employee job satisfaction in Community Development Department (KEMAS) Kota Samarahan, Sarawak. Hence, some recommendations for organization, employees and future researchers had been highlighted in this study.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter provides the introduction of this study and discusses the background of the study, underlying the problems regarding the variables, research objectives, the significance of the study and limitation of the study. The definition of terms also will be provided at the end of this chapter.

#### **Background of the Study**

Malaysia is progressing significantly towards a developed nation by 2020, hence we are still struggling with issues and questions how we are going to get there. Whether or not it can be achieved largely depends on the readiness of our workforce.

In relation to that, moving forward, the government has developed a transformation place based on eight main thrusts that incorporate four pillars. The four main pillars are the 1 Malaysia concept: “People First, Performance Now”, the Government Transformation Programme (GTP), the New Economy Model (NEM) and the 11<sup>th</sup> Malaysia Plan (11MP) (Badariah Ab Rahman, Dzuriah Ibrahim, & Rosazman Hussin, 2016).

Thus, the social economic development policy has significantly played an important role in developing Malaysia. The public sector facilitates, and the private sector is expected to understand the government policies. In order to achieve that, it is right time for Malaysia to make employees of the public sector as partners and to