

**A STUDY ON RELATIONSHIP BETWEEN JOB PROMOTION
AND JOB QUALITY WITH JOB SATISFACTION AMONG
EMPLOYEES IN JABATAN AGAMA ISLAM SELANGOR**

**Prepared for
ENCIK HABIEL ZAKARIAH**

**Prepared by
NURUL HUDA BINTI ZASALI
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT**

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

“DECLARATION OF ORIGINAL WORK”

I, Nurul Huda Binti Zasali, (I/C: 930103-10-5640)

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ABSTRACT

The purpose of this study is to determine the relationship between job promotion and job quality with job satisfaction among employees in Jabatan Agama Islam Selangor (JAIS). The scope of this study was involved the employees at Jabatan Agama Islam Selangor (JAIS). The total population for this research was 100 and a set of questionnaires was distributed to 80 employees at Jabatan Agama Islam Selangor. By SPSS 2.0 Statiscal Software, the data from the sample set was analysed. The questionnaire was developing in Bahasa Malaysia and English version and it was divided into 4 sections. Section A was the questionnaire analysed the demographic background of the respondents. Section B analysed the job promotion and job satisfaction components. Meanwhile, Section C was analysed job quality and job satisfaction. Lastly Section D it analysed about job satisfaction of employees in JAIS. The results obtained from the questionnaire, the findings showed that the job promotion and job quality has the relationship with job satisfaction.

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CHAPTER 1

INTRODUCTION

Background of the study

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

Another researcher stated that job satisfaction is combination of psychological, physiological and environment surroundings. He also said that job satisfaction can be influence by many type of external factor where all of these factors contribute to the job satisfaction of employees in the organization (Aziri, B., 2011). Every condition or factors that surrounding us can such as relationship between employees, reward system, pressure, work overload, and work station condition among the examples of condition that effected job satisfaction. When individual are satisfied with their job they can perform their responsibilities with more concentration, devotion and competence Saba (2011).