

THE RELATIONSHIP BETWEEN THE ORGANIZATIONAL
POWER WITH JOB SATISFACTION IN PEJABAT
SETIAUSAHA KERAJAAN NEGERI KELANTAN

SITI ZAKIAH BINTI ROHAIM

BACHELOR IN OFFICE SYSTEMS MANAGEMENT
(HONS)
UNIVERSITI TEKNOLOGI MARA

2015

ABSTRACT

The purpose of this study was to analyze the relationship between the organizational power and job satisfaction in organization. The research was executed in Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) to study how the organizational power could related with the job satisfaction. The research focused on the organizational power that consist of legitimate power and reward power. Then, explained about the job satisfaction that consists of supervision and work condition. This research contains of five chapter included chapter 1, introductory background of the study which is the background of Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK). Chapter 2 contain literature review to support the research objective, research questions, and hypotheses in this research. Chapter 3 explained methodology. Chapter 4 explained about the findings of the study and in the end, chapter 5 that included conclusion and recommendation for the study.

The methods that used in these research is by distributed the questionnaires to the employees in the organization. The survey questionnaires were distributed to collect data to get information. It is divided into three (3) sections. Section A contains demographic background of the respondent, section B focused on the types of organizational power and section C focused on the job satisfaction. The population of this study were all the employees in SUK Kelantan. Therefore, the study have used the stratified sampling

technique as the best sampling technique because it allowed all the employees in SUK Kelantan a chance to answer and give opinion through the question distributed to them.

The finding for this study was gathered from the questionnaires given to the employees in Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) which consists of many departments. For example, the Departments of Chief Minister, Department of Deputy Chief Minister, Department of Corporate Management, Department of Integrity and Innovation, and Department of Administration.

Keywords: Organizational Power, Legitimate Power, Reward power, Job Satisfaction, Supervision, and Work Condition.

ACKNOWLEDGEMENT

Alhamdulillah, all praise and thanks to Allah S.W.T who gave me strength and patience to complete this academic project to fulfill requirements of the Research Methods course.

First of all, I would like to express the deepest appreciation to my research supervisor, Miss Noorazzila Shamsuddin, lecturer from Bachelor in Office System Management who was gave the continuous guidance and advice in helping to complete my research. All the advice and assistance will not be forgotten indeed. I was grateful to her efforts, insightful comments, kindness, and also for her hard work in correcting my draft of academic project. Without her, I could not finished this research perfectly. My deepest gratitude also goes to my Research Method lecturer, Miss Norrini Binti Muhammad, who always taught research and SPSS in class. I am really appreciated her helped and supported.

In addition, thanks to Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) which gave me permission and chance to do research about the relationship between the organizational power and job satisfaction in their organization.

I extend a special and gracious thank you to all staff or employees in Pejabat Setiausaha Kerajaan Negeri Kelantan (SUK) that gave many helps to me during my internship there. I was very appreciate for all of their support, helpful, kindness, and commitment and will not be forgotten them.

Besides that, I also take this opportunity to express deep grateful to my parents who were always besides me to gave full support and their constant encouragement. They also helped me a lot in the financial to complete this research.

TABLE OF CONTENTS

	Page
ABSTRACT ..	i
ACKNOWLEDGEMENT	iii
LIST OF TABLES.....	vii
LIST OF FIGURES	viii
 CHAPTER 1	
INTRODUCTION	1
Chapter Overview.....	1
Background of the Study	1
Statement of the Problem	4
Research Objectives	7
Research Questions.....	7
Significance of the Study.....	8
Limitations of the Study	8
Definition of Terms	9
 CHAPTER 2	
LITERATURE REVIEW	11
Chapter Overview	11
Definition of Organizational Power	11
Legitimate Power.....	12
Reward Power.....	13
Definition of Job Satisfaction	14
Supervision	15
Work Condition	16
Relationship between Organizational Power and Job Satisfaction in Organization	17
Legitimate Power and Job Satisfaction	17
Reward Power and Job Satisfaction	18
Conceptual Framework	19
Independent Variable.....	19
Dependent Variable.....	20
The Relationship between these Variables	20
Research Hypotheses.....	20
 CHAPTER 3	
METHODOLOGY	21
Chapter Overview.....	21