



**THE FACTORS THAT INFLUENCE JOB SATISFACTION  
AMONG EMPLOYEES IN THE ORGANIZATION**

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**JUNE 2014**

## ABSTRACT

This study aims to examine the factors that influence job satisfaction among employee in government sector. Specifically, focus on Selangor State Development Corporation (PKNS) as the respondents. It seeks to focus on factors influence job satisfaction such as supervision, interpersonal relationship, and working condition as predictors of job satisfaction.

The sample of the study consisted of 102 employees in the organization. A questionnaire was used for data collection. The questionnaires consist of 29 questions divided in three sections. Section A, focus on factors influence job satisfaction. Section B, focus on job satisfaction. While, demographic factor of respondent focused in section C. 102 questionnaires were received back after 130 questionnaires were distributed to the respondents and the data used for analysis. The total respond rate realized was only 78.5 percent.

Statistical Package for Social Science (SPSS) is used for data analysis statically in this study. The relationship between independent variables and dependent variable is discovered and analyzed using pearson correlation. From the finding, there was significant correlation between supervision, interpersonal relationship and working condition with job satisfaction. Recommendation suggested by the researcher and conclusion of the analysis at the end of this report.

**Keywords:** Job satisfaction, supervision, interpersonal relationship, working condition.

## ACKNOWLEDGEMENT

Praise is to Allah for HIS blessing and kindness able me to complete this study successfully due on time given.

I would like to extend my sincere appreciation to Mr. Shefek Afendi bin Mohd Zain, my supervisor, Prof Dr. Norlidabinti Mohd Noor and Madam Hafizahbinti Hashim, my lecturers which has a lot of help and give valuable guidance throughout this study. They inspired gives support to work in this project in purpose to produce a good outcome from research that has been studied. They always provide me the valuable advices and comments during the process of research and thesis write up. Without their support and guidance this project would not have materialized.

I would also like to extend our heartfelt thanks to all the employees of Selangor State Development Corporation (PKNS), Selangor involved in contributing useful data as well as the respondents of my survey for the success of this study.

The process of this study to give a bit of pressure and time constraints to counterparts and in this opportunity to express my deepest gratitude for fellow friends and family members especially my beloved parents for patience and support. Finally, I pray to Allah SWT hopefully this study will benefit us all in the future.

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background of Study**

The aim of this study attempt to identify the factors that influence job satisfaction among employees in government sector at Selangor State Development Corporation (PKNS), Selangor. Job satisfaction among employee is important that will lead to high or low level of productivity in the organization. According to past researcher, Locke (1976), as cited in (George & Dimitrios , 2010), job satisfaction and productivity is reciprocal.

Job satisfaction is the positive or negative emotional reaction toward employee's work situation. Job satisfaction essential to the organization performance (Rohan, Maxine , & Tim , 2012). Past researchers' belief productivity, efficiency, absenteeism, and turnover rates are effects from job satisfaction of employee toward their overall work. (Maghradi, 1999) and cited by Komal (2012).“ A pleasurable or positive emotional state resulting from the appraisal or one's job or job experiences” said Locke (1976).

Besides, Alderfer (1972) as cited by George & Dimitrios(2010) recognize Maslow's theory by sorted the theory into three categories: Existence that is physical and safety need of Maslow's theory, Relatedness is social need and Growth as estimation