



THE RELATIONSHIP BETWEEN WORKLOAD AND JOB
SATISFACTION AMONG EMPLOYEES IN THE GOVERNMENT
SECTOR AT PEJABAT PELAJARAN DAERAH HILIR PERAK,
PERAK

NURDALILA BINTI AHISA
2010482864

Submitted In Partial Fulfillment
Of the Requirement for the Bachelor
Office Systems Management (Hons.)

FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (UiTM) PERAK

2013

ABSTRACT

The study focus on employees of government sector at Pejabat Pelajaran Daerah Hilir Perak. This research is undertaken to find out the relationship between workload and job satisfaction. It focuses on two factors that could give impact to the job satisfaction. The factors are work life balance and work stress.

In order to understand the effect work life balance and work stress, questionnaires were distributed to the company to measure the relationship between the variables to the job satisfaction. For this purpose, Statistical Package for Social Science (SPSS) is utilized. The sample group (N=79) consisted of male and female staff members that have the various levels of education which are SPM, STPM, Diploma, Degree and others. It is also argued that most of the employees at PPD Hilir Perak has work experience more than 15 years.

Based on the finding, the relationship between those variables is discovered. For work life balance and job satisfaction, there is low relationship between these two variables and the work life balance does not influence the job satisfaction of the employees. These were shown by the value ($r = .019$, p value $p > 0.05$). For work stress and job satisfaction, there is a moderate relationship between these two variables. These were shown by the value ($r = .0396$, p value $p < 0.01$).

ACKNOWLEDGEMENT

I expressed my utmost gratitude to Allah S.W.T for giving me the strength to complete this final report to fulfil the requirement of the Research Method (OSM 662) course. It would not have been possible without the kind support and help of many individuals. I was highly indebted to Madam Khiriah binti Ibrahim for her guidance and information. Special thanks to my supervisor, Madam Nor Farhana binti Mohd Azmi and my co-supervisor Madam Norhafiza binti Hashim for constant supervision as well as for providing necessary information and also for their support in completing the report. I would like to express my gratitude towards my parents & members for their kind support and encouragement which help me in completion of this final report.

I express my sincere and heartfelt thanks to employees at Pejabat Pelajaran Daerah Hilir Perak who are involved directly or indirectly in making my dream come true, and especially to my supervisor, Madam Azia Binti Mohamad Noor for his patience, guidance, support, and assistance during the process of completing this final report.

Nurdalila binti Ahisa

July 24th 2013
Bachelor in Office System Management (HONS) OM221
Faculty of Business Management
University of Technology MARA Perak

TABLE OF CONTENTS

	PAGE
ABSTRACT	i
ACKNOWLEDGEMENT	iii
LIST OF TABLES	iv
LIST OF FIGURES	v
CHAPTER 1	
INTRODUCTION	
Background of the Study	1
Statement of the Problem	3
Research Objectives	4
Research Questions	5
Significant of the Study	5
Limitation of the Study	6
Definition of Term	7
CHAPTER 2	
LITERATURE REVIEW	
Workload	9
Work Life Balance	10
Work Stress	14
Job Satisfaction	15
CHAPTER 3	
RESEARCH METHODOLOGY	
Research Design	18
Sampling Frame	18
Population	18
Sampling Technique	19
Sample Size	19
Unit of Analysis	19
Data Collection Procedures	19

CHAPTER 1

INTRODUCTION

Background of the Study

This study were examined the relationship between workload and job satisfaction among employees in the government sector at Pejabat Pelajaran Daerah (PPD) Hilir Perak, Perak. Job satisfaction is one of the important aspects in working life. According to Thorndike and Barnhart (1979) as cited by (Glinow, 2009), it is the “fulfillment of conditions or desires”. Therefore, one would expect a person is satisfied when his or her expectations or desires have been met. According (Locke, 1976), “job satisfaction may be defined as pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences”.

From Lofquist and Dawis (1969) that cited by (Glinow, 2009), they defined “satisfaction as “an individual’s positive effective evaluation of the target environment, the result of an individual’s requirement being fulfilled by the target environment, a pleasant affective state, the individual’s appraisal of the extent to which his or her requirements are fulfilled by the environment”. Both definitions emphasize the emotional aspect that plays an important role in the understanding of the construct.

According to (Ifedili and Ifedili, 2012), Maslow’s Need Theory came up with the hierarchy of needs in 1943 based on deficiency and growth needs. Maslow’s set human needs in ascending order of physiological needs which are view the basic needs of life like food and water; safety needs which are the need for security;