

UNIVERSITI TEKNOLOGI MARA

JOB SATISFACTION AMONG FIRE
AND RESCUE DEPARTMENT OF
MALAYSIA TERENGGANU (FRDMT)
FIRE FIGHTERS

YUS HEARY BIN MAHMUD

Dissertation submitted in partial fulfillment of the
requirements for the degree of
Master in Office Systems Management

Faculty of Business and Management

January 2019

ACKNOWLEDGEMENT

Bismillahirrahmaniarrahmi. In the name of Allah, the Most Beneficent, the most Merciful.

Firstly, I would like to express my deepest gratitude to Almighty Allah Subhanahu Wa Ta'ala (S.W.T) for His blessing until the completion of this thesis within the given time frame.

I would like to express my deepest appreciation to my supervisor, Dr. Ahmad Suffian bin Mohd Zahari. Thank you for your support, patience and guidance in assisting me for my thesis. Without it, I'm not able to complete it successfully.

Moreover, I would like to thanks the cooperative respondents of Fire and Rescue Department of Malaysia, Terengganu (FRDMT) for their time and valuable feedback in completion of questionnaires. I also would like to thanks to my previous employer, Fire and Rescue Academy of Eastern Regional, Marang, Terengganu (FRAMWT) for the support in completing my thesis.

Next, I would like to thanks and dedicate this thesis to my lovely mother Minah binti Abdullah and my late father's Mahmud bin Ismail for their duas and support in educating me. Many thanks to my dear wives, Farawahida binti Mat Dong and Nur Liyana binti Jaffar, my daughters, siblings and friends for their support.

Finally, I would like to thanks to all my lectures for their guidance and support during completion of my thesis. Thanks you.

Alhamdulillah... ..

ABSTRACT

This study focuses on job satisfaction among Fire and Rescue Department of Malaysia, Terengganu (FRDMT) fire fighters. Research objectives for this study are (1) to identify the relationship of variables related to job satisfaction among Fire and Rescue Department of Malaysia, Terengganu (FRDMT) fire fighters and (2) to determine the main factor that contributes to job satisfaction among Fire and Rescue Department of Malaysia, Terengganu (FRDMT) fire fighters. Sample of 234 fire fighters who worked in FRDMT were chosen. The independent variables are working environment, promotion, co-workers, rewards and leadership style and dependent variable is job satisfaction. This is a descriptive research design. In this study data is being process by using Statistical Package of Social Sciences (SPSS) Version 22. The data is being collected and analyze through descriptive analysis, reliability analysis, frequency analysis, Pearson correlation analysis and multiple regression analysis. According to the result working environment and co-workers are two factors that influence to job satisfaction. Finally, from the result of this study the researchers suggest few contribution to the management and also contribution of the theory that can improve the decision making of management especially FRDMT.

TABLE OF CONTENTS

	Page
CONFIRMATION BY PANEL OF EXAMNINERS	ii
AUTHOR'S DECLARATION	iii
ABSTRACT	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	xii
LIST OF FIGURES	xiii
LIST OF ABBREVIATIONS	xiv
CHAPTER ONE: INTRODUCTION	1
1.1 Introduction	1
1.2 Background of the Study	1
1.3 Problem Statement	3
1.4 Research Objectives	4
1.4.1 To identify the relationship of variables related to job Satisfaction among Fire and Rescue Department of Malaysia, Terengganu (FRDMT) fire fighters	5
1.4.2 To determine the main factor that contributes to job satisfaction among Fire and Rescue Department of Malaysia, Terengganu (FRDMT) fire fighters	5
1.5 Research Questions	5
1.5.1 What are the relationship of variables related to job Satisfaction among Fire and Rescue Department of Malaysia Terengganu (FRDMT) fire fighters?	5
1.5.2 What is the main factor that contributes to job satisfaction among Fire and Rescue Department of Malaysia, Terengganu (FRDMT) fire fighters?	5

1.6	Scope of the Study	6
1.7	Significance of the Study	6
	1.7.1 Researcher	7
	1.7.2 Organization	7
1.8	Limitations of the Study	7
	1.8.1 The focus group	8
	1.8.2 Factors Influencing Job Satisfaction	8
1.9	Key Terms Definition	9
	1.9.1 Fire Fighters	9
	1.9.2 Job Satisfaction	10
	1.9.3 Working Environment	10
	1.9.4 Promotion	11
	1.9.5 Co-workers	12
	1.9.6 Rewards	12
	1.9.7 Leadership Style	12
 CHAPTER TWO: LITERATURE REVIEW		14
2.1	Introduction	14
2.2	Overview of Terengganu	14
2.3	History of the Organization	15
2.4	Act of Fire Fighter in Malaysia	15
	2.4.1 According to Section 5 (1) the duties of the Fire Services Department shall include the taking of lawful measures for:	16
	2.4.1.1 Extinguishing, fighting, preventing, and controlling fires	16
	2.4.1.2 Protecting life and property in the event of a fire	16
	2.4.1.3 Securing the provision, maintenance, and proper regulation of fire-escapes	16
	2.4.1.4 Securing the provision of adequate means of exit in the event of fire from all designated premises	16
	2.4.2 The making of investigations into the cause, origin, and	16