



**DETERMINANTS OF JOB SATISFACTION AMONGST  
PUBLIC SECTOR EMPLOYEES IN KUCHING**

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## ABSTRACT

This research study represents a research about "The Determinants of Job Satisfaction Amongst Public Sector Employees in Kuching". Employee's job satisfaction influences organization competitiveness whether being more competitive or not in the market. This study would analyze on (1) the factors that crucial in determining employee's job satisfaction in public organizations in Kuching. (2) Which factor have the greatest influence on employee's job satisfaction in public sector organization in Kuching and (3) which demographic factors have the greatest influence on employee's job satisfaction in public sector organization in Kuching. A sample of 66 staff from random selected public sector organization was being respondents and the result from the respondents gathered, analyzed and presented in desiccative methods.

# CHAPTER 1

## INTRODUCTION

### 1.1. Background of Study

Today, the condition under which the company is working is constantly changing. It causes many of the organizations nowadays experiencing job satisfaction problems among their employees. This happens because there are many choices of organization that provide employment opportunity to employee which offer different advantage and disadvantage (Rhian Silvestro, 2002). Moreover, there will become more difficult for company to retain employee. Employees have very high expectations to their jobs, and their demands are increasing. The lost of important employees could be a great lost to the companies.

This study explores the determinants of employee's job satisfaction amongst public sector employees in Kuching. The public sector organizations with competitive level are chosen to get the respective results. This study discuss the influence of four factors of employee's job satisfaction which include job content, human relation and value, leadership style, and personal development and competencies. This chapter discuss on the background of the study, problem statement, research objectives, research questions, significance of the study, limitation and constrains and definition of terms.

### 1.2. Problem Statement

In this millennium, good human resource practices are the important factors that determine employee's satisfaction and eventually their turnover intention, (Lise M. Saari, Timothy A. Judge, 2004). Hence, today's organizations strive to adopt the best human resources practices which vary amongst different organizations. The job satisfaction factors can be caused by financial aspect, individual, organization, or might be some other reasons which differ through organizations.