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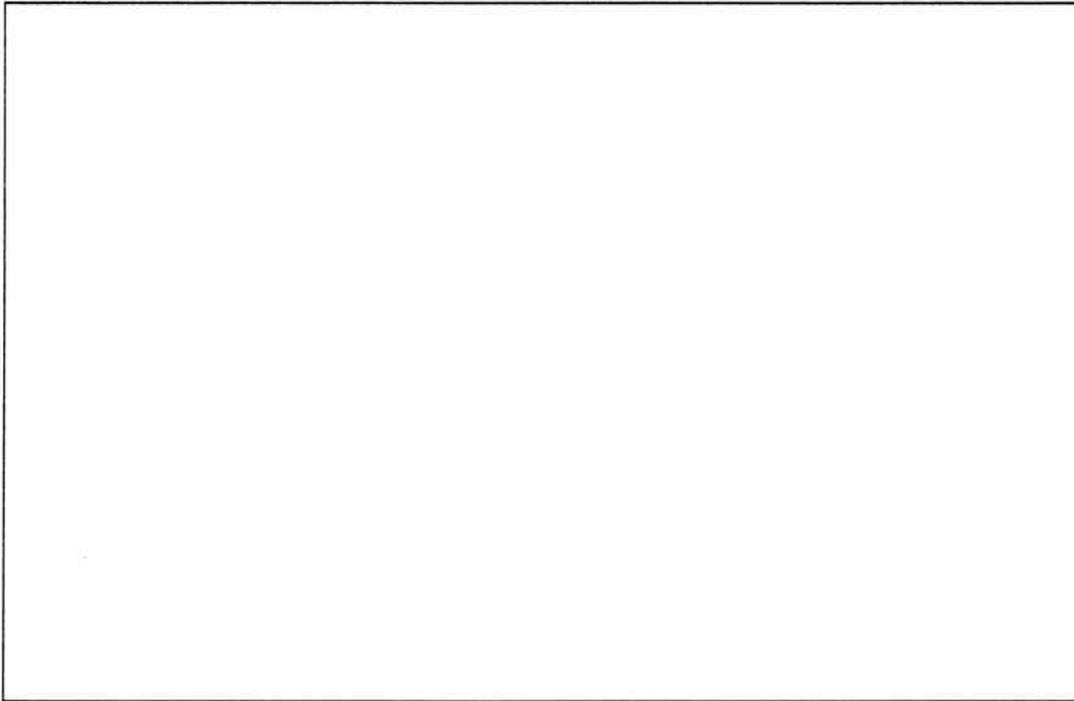
**Title of Research:
*INFLUENCE OF DEMOGRAPHIC FACTORS ON JOB
SATISFACTION: A CASE STUDY IN
KUCHING RESIDENT OFFICE***

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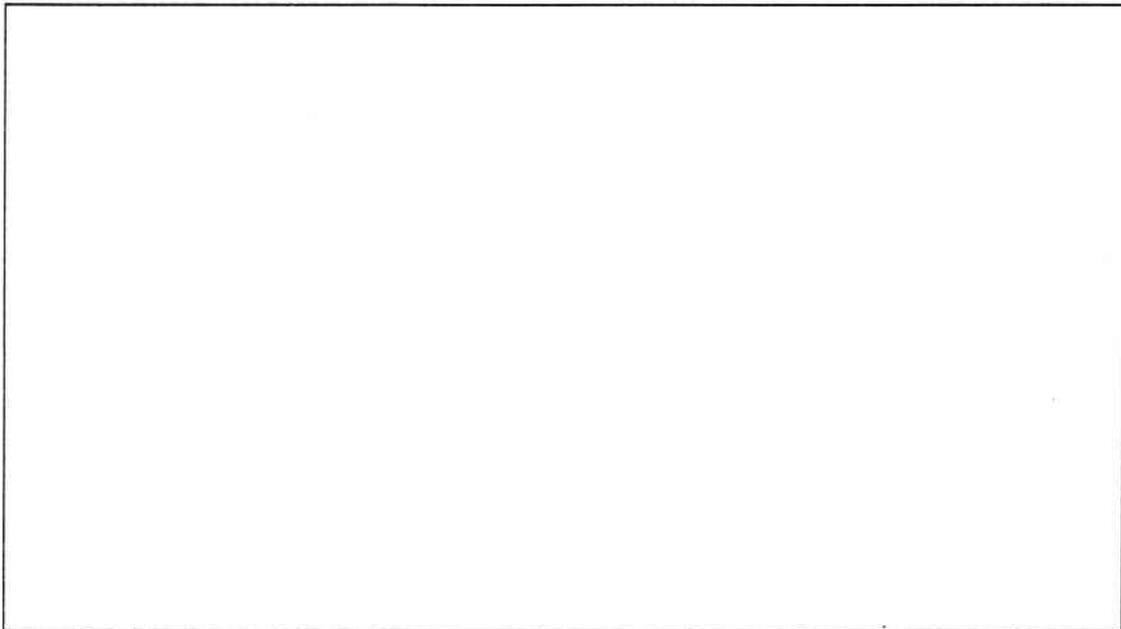
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Supervisor's Comments

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Moderator's Comments

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Acknowledgement

Completing the research was a challenging project for us. However, fortunately we had the help of many parties that made this project less difficult. Dr. Kuldip kept us motivated and on course during all those moments things were not going as planned. We were delayed but we thank you him from the bottom of our hearts for being there in our moments of need.

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We would like to thank God without whose blessing we will not have successfully completed this proposal.

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Abstract

This study tries to determine the influence of demographic factors (gender, age, ethnicity, education background, length of service, service status, marital status and monthly income) on job satisfaction (which are organization benefits, employees involvement in decision making, condition/environment of the workplace and job performance) among the employees in Kuching Resident Office. The study was conducted among 33 respondents which consists of 18 male employees and 14 female employees in Kuching Resident Office. In this study the whole population was used. The study revealed that there demographic factor did not reflect on job satisfaction in Kuching Resident Office. The level of job satisfaction can be influence by various factors including their personal traits and characteristic of the work. It is an emotions or feeling of the employees which influence their working behaviour. So, demographic factors did not influence on job satisfaction of the employees in Kuching Resident Office.

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CHAPTER 1 INTRODUCTION

1.0 Introduction

This chapter focuses the background of the study on job satisfaction in Kuching Resident Office. Section 1.1 explains the background of the study and section 1.2 states organization background and the Section 1.3 is about problems statement. Section 1.4 on the other hand, states the research objectives and Section 1.5 is on the information regarding the research questions. Section 1.6 explains the scope of the study and Section 1.7 is all about the significance of the study. Section 1.8 is about the definition of Terms/Concepts.

1.1 Background of the Study

Globalization trend, technology changes and development as well as new business practices continuously influence the organizations in Malaysia. Many organizations are facing intensive challenge in improving job satisfaction among their employees.

Normally, employees will be more satisfied when they feel that they are rewarded fairly for the work they have done. Employees with higher job satisfaction are important since they believe that the organization would have a great future in the long term and the organization gives reward to employees which have the quality of work. So, the employees will committed to the organization and it will increase the productivity of the organization.

Job satisfaction play a key role in the determination of subjective well-being is a crucial factor for labour market outcomes. "Greater employee well-being is associated

with better job performance, lower absenteeism and reduced job turnover, and is therefore of particular interest to firms and other organization” (Kaise: 2007).

It means that the job satisfaction is about the well-being of the employees which employees is essential to the success of the organization regardless big or small.

1.2 Organization Background

Kuching Resident Office took shape on 1st June 1873. Before 1986, Kuching Division Administration is covering Samarahan Division. However, the establishment of the Samarahan Division on 24th July 1986 has created a redrawing of the Kuching Division Administration until now (Kuching Resident Office website). There are two district offices under the administration of the Kuching Resident Office which are Bau District Office and Lundu District Office. The total of the employees in the Kuching Resident Office are 33 employees who consist of 18 male employees and 15 female employees.

1.3 Problem Statement

Every organization could not last without their employees. Employees are the main reason an organization could exist for a long time. Similarly to Kuching Resident Office, employees are the ones who play the major roles and make significant contributions to the organizations. So, the organizations should pay attention to them in order to keep them in the organization.

Employee job satisfaction is an important attribute that organizations desire of their staff. Job satisfaction may be linked to performance, organizational productivity and other issues, including labour turnover. However, dissatisfied employees are prone to absenteeism and excessive turnover. Indirect cost associated with job satisfaction may include training, recruiting and learning curve inefficiencies, as well as reduction in the client base. On the contrary, employee satisfaction can improve productivity, reduce staff turnover and enhance creativity and commitment (Toker: 2011).

Public service in Malaysia have the image of being inefficient and unproductive. This may linked to lack of employee satisfaction. Thus, that is why we would like to conduct a research to investigate the job satisfaction between male employees and female employees in the Kuching Resident office.

1.4 Research Objectives

The main objective of this study is to investigate job satisfaction between the male employees and female employees in Kuching Resident Office. The specific objectives of the study are as follow:

- I. To identify the main determinant of job satisfaction in Kuching Resident Office.
- II. To determine whether there is a differences of job satisfaction between lengths of service of employees in Kuching Resident Office.
- III. To highlight which demographic group has the highest level of job satisfaction.

1.5 Research Questions

Supposed that the level of job satisfaction is different according to the male employees and female employees in the workplace. So, it is to be wondered whether there are any significant between male employees and female employees in Kuching Resident Office. These are following questions in order better understand the job satisfaction among male employees and female employees in Kuching Resident Office.

- I. What is the main determinant of job satisfaction in Kuching Resident Office?
- II. What is the difference of job satisfaction between lengths of service of employees in Kuching Resident office?
- III. Which demographic group has the highest level of job satisfaction?

1.6 Scope of the Study

The research will focus on job satisfaction of 18 male employees and 15 female employees in Kuching Resident Office.

1.7 Significance of the Study

This study is about the job satisfaction between male employees and female employees in the Kuching Resident Office which not only important to the employees and employers but also to the researchers.

It is important to the organization to understand the level of job satisfaction affects differently between male employees and female employees. This study could support the management to improve the employee job satisfaction in the future as well as to increase the job performance of the male employees and female employees. This is to ensure that the organization can motivate their employees in doing their work not considering the gender of the employees. So, the employees are motivated in performing their work and achieve the organization goals. In addition by giving the benefits to the employees is not giving the job satisfaction to them but by giving their authority in doing their work and making decision can give the job satisfaction to them. This is because the job satisfaction where give differently view or perspective to the male employees and female employees.

This research will benefit other student to understand the relationship of organization benefit, working condition, employee involvement in decision making and job performance which affects differently between male employees and female employees in Kuching Resident office. It could be a reference or guideline for other researcher who is interested to study about the job satisfaction in other organization.

1.8 Definition of Terms/Concepts

The terms used in the study are defined for ease of understanding.

1.8.1 Job Satisfaction

Job satisfaction is based on evaluation of conditions that exist on the job (work load, appropriate supervision) and/or financial outcomes from the job (pay, security). Job satisfaction consists of filtered and processed perceptions; filtered through the individual's system of norms, values, and expectations (Kara&Magnini: 2011, p.3). Job satisfaction may be linked to performance, organizational productivity and other issues, including labour turnover. However, dissatisfied employees are prone to absenteeism and excessive turnover (Toker: 2011, p.1).

1.8.2 Organization Benefits

Organization benefits are the benefits given by the organization to its employees. Organization benefits differ from one organization with other organization. According to Mcshane & Glinow(2010), organization benefits can motivates the employees to increase the productivity of the organization. Organization benefits such as training, career development, promotion, incentives, insurance and bonuses gives the motivation to the employees.

1.8.3 Working Condition

Workplace is important place for the employees to do their task. With the ergonomics workplace gives the employees easy to move and efficient to the employees (Mcshane & Glinow: 2010).

1.8.4 Job Performance

Job performance is defined as the employee is capable of influencing other employees, can make decision in performing their job and the job they do is valuable to themselves (Anuar: 2011, p. 15).

1.8.5 Decision Making

According to Dessler (2011), decision making the conscious process of making choices among alternatives with the intention of moving toward some desired state of affairs. Effective decision making involves identifying, selecting and applying the best possible alternatives.

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

The purpose of this study is to determine the job satisfaction between male employees and female employees in the Kuching Resident Office. This chapter divided into several sections which give the general picture of the study. Section 2.1 discuss the about job satisfaction, Section 2.2 explains the determinant of job satisfaction and Section 2.3 is on the conceptual framework. In addition, Section 2.4 explains hypothesis of the study.

2.1 Job Satisfaction

The concept of job satisfaction was first developed from the Hawthorne studies of the late 1920s and early 1930s by Elton Mayo at the Hawthorne plant of the Western Electric Company in Chicago. The result was that the emotions of employees can influence their working behaviours. Social relationships and psychological factors are the main causes of job satisfaction and productivity in employees (Rast & Tourani: 2012).

Job satisfaction has positive effect on customer service and results in higher customer perception of value. The employees are usually in a more positive mood when they feel satisfied with their jobs and working condition. Employee in a good mood display friendliness and positive emotions more naturally and results customer experience positive emotion (Mcshane & Glinow: 2010). Organizations that desire to improve their customer satisfaction must be concerned about internal issues related to employee's satisfaction and view their employees as customer too. Satisfied employees are less likely to quit their jobs because they have better knowledge and skill to serve the customer.

In addition, job satisfaction is commonly defined as “a pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences” (Zeffane et. al: 2007, p. 1). It means that the employees like (satisfaction) or dislike (dissatisfaction) their jobs. Job satisfaction is always link with job performance of the employees which give influence to the productivity of the organization.

The concept of job satisfaction and its definition have continually grown, expanded and unfolded through the previous decades. Although basically it is a work-related positive affective reaction in majority of the definitions, less consistency can be observed in the factors that bring about job satisfaction. This inconsistency may be because job satisfaction can be influenced by various factors including personal traits and characteristics of the job (Wexley and Yukl, 1984).

According to Mcshane & Glinow (2010), surveys conducted in United States, Canada and Malaysia found that although most employees in those countries say they are satisfied with their jobs and work environment, more than half abandon their employer if offered a comparable job elsewhere. The importance of job satisfaction is consistently reflected in the action of leaders in many countries, along with their increasing competition to win best workplace awards, many companies carefully monitor job satisfaction which related with employees attitudes.

According to Spector (1997) summarized job satisfaction determinants such as appreciation, communication, co-workers, fringe benefits, job conditions, nature of the work itself, the nature of the organization itself, an organization’s policies and procedures, pay, personal growth, promotion opportunities, recognition, security and supervision.

Clark (1997) conducted a study which included job satisfaction and gender using data from a 1991 British Household Panel Survey (BHPS). The research results show that despite controlling for a number of factors, job satisfaction remains significantly higher for women than for men.

Regarding the influence of gender on job satisfaction, females seem to possess a higher level of overall job satisfaction than their male counterparts. This was found to

be true despite an obvious disadvantage of position for women in the labor market. The satisfaction gap between what women expect and what women attain is comparatively small (Kaiser: 2007).

Job satisfaction plays important roles in the organization. The differences between male employees and female employees can give influences on the productivity in the organization.

2.2 Determinant of Job Satisfaction

2.2.1 Organization Benefits

In the organization there are many benefits provide to the employees. This is to ensure that employees can produce productivity in the organization. One of the organization benefits is promotion. Promotion is where the employees be promoted to higher position from his or her position. For example the position from clerk promoted to senior clerk. According to Mcshane & Glinow (2010), the promotion in the organization can motivate the employees. It also can increase the productivity in the organization. With the promotion in the organization, the employees have the opportunities to enhance their career development in the organization.

Besides that, one of the organization benefits is the training. According to Dessler (2011), training is giving new or current employee the skills they need to perform their jobs. Training can motivate the employees. In the training program, the employee learns new skills and knowledge to improve their skills and knowledge in their task. For example on-the- job-training (OJT) provide the new employees on learning a job by actually doing it (Dessler: 2011). It can enhance the skills of the new employee. In addition the employee's who lack of the communication skills, their organization will send them to the communication training in order to enhance their communication skills.

Training provides various benefits to organizations such as fewer production errors, increased productivity, decreased turnover and improved motivation of the employees. Training are one of the approach by the organization in educating the

2.2.2 Employee Involvement in Decision Making

According to Dessler (2011), decision making the conscious process of making choices among alternatives with the intention of moving toward some desired state of affairs. Effective decision making involves identifying, selecting and applying the best possible alternatives (Dessler, 2011). According to Mcshane & Glinow (2010), Google Company relies on careful decision making to choose the best job applicants.

The involvement of the employee in the decision making is the degree which employee influences how their work is organized and carried out (Anuar: 2011). With the employee participation the organization has more information and data in order to solve the problems occur in the organization.

The benefits of the involvement of employees in the decision making, it provide many alternatives to solve problems. In addition, it also can improve decision quality by recognizing problems more quickly and defining more accurately (Dessler: 2011). Apart from that it ensures that everyone in the organization alert with the critical situation occur in the organization. It also creates synergy by providing their knowledge to form new alternatives (Mcshane & Glinow: 2010).

The involvement of the employees in making decision involves moving decision making to the lowest level in the organization. According to Anuar (2011), employees should be encouraged to get together in the meetings to discuss reports and measurements and policies. Employee involvement covers information sharing and employee relationships. Most employee involvement systems without empowerment fail regardless of whether the organization uses suggestion systems, brainstorming sessions and regular meetings (Mcshane & Glinow: 2010).

Without clear support and contribution of the employees, a successful management implementation may not be accomplished. The organization should be conscious of the importance of participation and empowerment. Organizational leaders should give importance changing organizational culture from traditional structure to participative management and empowerment (Anuar: 2011).

2.2.3 Condition/Environment of the Workplace

Job satisfaction can be influenced by the quality of the physical environment in which the physical environment give the working conditions include satisfactory work space, appropriate lighting, noise, thermal environment, usability-related issues and office equipment. These factors influence employee job satisfaction since employees want a work environment that provides more physical comfort.

Ergonomic design of office workplaces increases the organization performance. Management should create a new concept for work environments to improve worker effectiveness (Anuar: 2011).

The workplace is the important place for the employees to do their task. Besides that, it also affects the employee's job satisfaction. The ergonomics workplace gives the employees easy to move in and move out. It gives their convenient and efficient in doing their task. Apart from that, the 5S system which adopts from the Japan can improve the efficiency and effective in the organization. With the systematic organization, the employees feel happy to work and can motivate them to increase the productivity in the organization. If the organization lack of the systematic filling, it can make the employees feel dissatisfied with their jobs. This is because it gives them workload and it may result turnover in the organization (Anuar: 2011).

The workplace should have the adequate resources to fulfil the organization goals. The resources such as the human capital, financial, advance technology and other resources. The more resources in the organization the more productive the organization. Lack of the resources in the organization it can generates conflicts in the workplace. With the conflict, it can ruin the reputation and image of the organization. Besides that the ambiguous rules in the organization also give the bad condition in the workplace. It can increase the risk in the organization. For example, the mergers and acquisitions can generate ambiguous rules in the organization. In addition, the communication problems occur in the workplace also can generate bad condition of workplace for the employees. When there are lacks of communication among the employees, the condition of the workplace not motivate the employees to work in the

organization. It will rely on the stereotypes to understand the employees and it may reduce the motivation of the employees (Mcshane & Glinow: 2010).

In addition to that, management of the organization should provide ergonomically designed workspaces that enhance employees' health and well-being, and supports employees' job tasks by being adaptable to the changing work process through flexible, moveable and adjustable workspaces (Anuar:2011). It means that the well-designed work environment can increase communication and collaboration among employees and departments which can give job satisfaction to the employees.

2.2.4 Job Performance

Job satisfaction happens when the employees are satisfied with their job. Especially when their organization acknowledges their work and gives reward, promotion, and compensation. The organization can give them all this when they achieve or exceed the expectation from their goals and the target of the organization. According to McNeely (1984) p.75-94, found that women are intrinsically more satisfied than men.

Job performance is the outcome of the work that is done by the employees. From that, it will show the productivity of the job and also can create a new image of the organization because they can achieve their goals at the same time. Anuar (2011) p. 29, defined job performance as the employees are capable of influencing other employees, can make decisions in performing their job and the job they do is valuable to them. Job performance consists of the observable behaviours that people do in their jobs that are relevant to the goals of the organization (Campbell, Mc Henry & Wise, 1990) p.28.

According to Castillo, Canklin, & Cano (1999, p.1), an implication of job satisfaction research throughout the disciplines of social psychology, organizational behaviour, and human resource management is the everlasting assumption that job satisfaction and performance should be related. This is because when the employees are satisfied with their job, their performance will increase but sometimes it is because of their effort to do well in the task that is given to them.

The relationship has not been found to be strong between degree of satisfaction and level of productivity (Bullock, 1984). Vroom (1964) reviewed 20 studies and discovered the median correlation between job satisfaction and performance in each of the studies to be non- significant.

It proved that job satisfaction dimensions (pay, promotion, work itself, supervision and co-workers) can contribute to 17.8 percent (%) to increase job performance in the organization (Anuar, 2011) p.3. It means that, job satisfaction will be affect the job performance because from that aspects we can know how much the employees like their jobs and the recognition that organization give to them to improve their weakness, skill and with that their performance can be increased.

2.3 Conceptual Framework

The conceptual framework derived from the journal of job satisfaction from Anuar Bin Hussin (2011). The independent variables for the job satisfaction is the determinant of the job satisfaction and the dependent variables is the job satisfaction itself whether the employees satisfied with the job or dissatisfied with the job given to them.

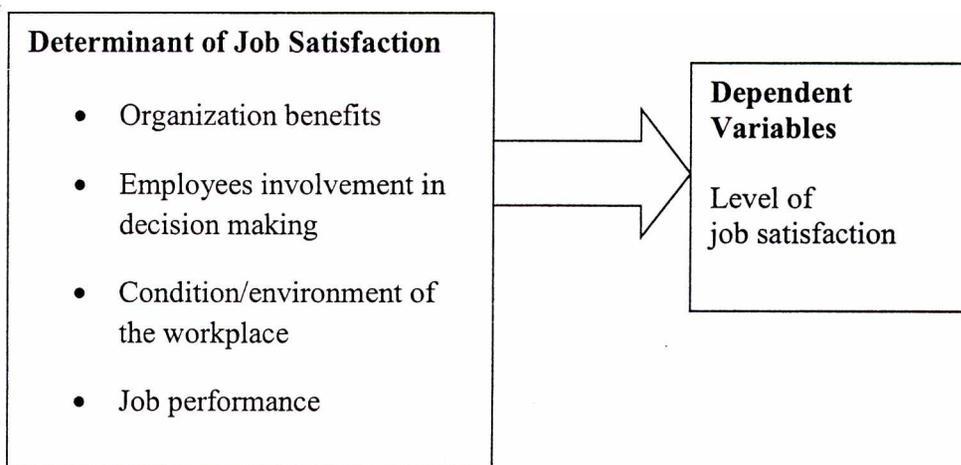


Figure 2: The Relationship between Determinant of Job Satisfaction and Job Satisfaction

CHAPTER 3

RESEARCH METHOD

3.0 Introduction

This chapter illustrates the methodology that was applied in the study. It covers the research design, sampling unit, sample size, sampling technique, measurement, data collection and data analysis that assisted in enhancing the value of the study.

3.1 Research Design

Research design involves a series of rational decision making choices relating to decisions regarding the purpose for the study, location, the type it should conform to, the extent to which it is manipulated and controlled by the researcher, its temporal aspects and the level of which data will be analyzed are important to research design (Sekaran, 2003).

In order to achieve the objective of the study, data will be collected to test the objective that is included in this chapter. It is essential to analyze the job satisfaction between male employees and female employees in the Kuching Resident Office.

The type of investigation that is used for this study is correlational study in which we are interested in highlighting the important variables associated with the problem. In order to conduct this study, it is estimated that there will only be minimal interference as the data collected will not interfere the normal activities in the organization.

This study will be using questionnaire to investigate the factors influencing the job satisfaction between male employees and female employees in the Kuching Resident Office.

3.2 Sampling Unit

Sampling unit can be defined as the level of aggregation of the data collected during the subsequent data analysis (Sekaran, 2003). It can be single element or a group of elements selected from the sample depending on the nature of the study (Zikmund, 1997). The sample unit of this study is the 18 male employees and 16 female employees in the Kuching Resident Office.

3.3 Sample Size

The organization has a total population of 33 employees which consist of 19 male employees and 14 female employees. So, the sample sizes of the study are the 19 male employees and 14 female employees in the Kuching Resident Office.

3.4 Sampling Technique

Sampling is the process of selecting a sufficient number of elements from the population which makes it easier to generalize such properties or characteristics to the population elements (Sekaran, 2003).

The study is about the employees in Kuching Resident Office. The sampling technique used for the study is purposive sampling technique. Purposive sampling technique is used in the study because in the study we only focused to the male employees and female employees in the Kuching Resident Office.

3.5 Measurement

The research measurement consists of three parts:

- I. Demographic variables questionnaires (age, gender, education background, ethnicity, marital status, length of service, service status and monthly income).
- II. The determinant of job satisfaction between male employees and female employees in Kuching resident office questionnaire.
- III. Respondent opinion on the job satisfaction

Questionnaires made are in form of English language which will be distributed to the male employees and female employees in the Kuching Resident Office. There are four types of scale that are generally observed in the scientific research. The types of scale usually used are nominal scale, ordinal scale, interval scales and ratio scales. Ratio scale, nominal scale and ordinal scales are used in the study. In addition, the likert-scale is used to investigate the job satisfaction between male employees and female employees. Likert-scale is of 5 point scale is used from 1-strongly disagree, 2-disagree, 3-neutral, 4-agree and 5-strongly agree.

3.6 Data Collection

The data collection about the comparison of job satisfaction between male employees and female employees in the Kuching Resident Office used is questionnaires. The application of questionnaires will be used to distribute among male employees and female employees in Kuching Resident Office. The use of questionnaires as a data collection method is appropriate as it cost less expensive and it establishes rapport and motivates the respondents. The questionnaires are printed in white papers and English language is used as a medium of communication in the questionnaires.

The questionnaires will be sending directly to the Kuching Resident Office. The researchers will ensure the questionnaires distributed to them are kept confidentially and will not result any bad effect towards their career in relying this research is only meant for academic purposes. A cover letter is also to be delivered together in requesting that organization will return back the complete answer questionnaires.

3.7 Data Analysis

The study carried out uses SPSS version 16.0 which using the description statistic to analyze the data. Descriptive statistic involve transformation of raw data into a form that would provide information to describe a set of factors in a situation and it is done through ordering and manipulating of the raw data collected (Sekaran, 2003). In order to measure the differences of job satisfaction between male employees and female employees, the mean score or average is use as a measure of central tendency that offers a general picture of the data without unnecessarily inundating one with the each of the observations in a data set.

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	Objectives	Concepts/constructs	Measurement	Scale	Statistics	Question No.
1	To identify the determinant of job satisfaction in Kuching Resident office	The determinant which influence job satisfaction of the employees in Kuching Resident Office.	Determinant of job satisfaction 1. Organization benefits 2. Employee involvement in decision making 3. Condition/environment of the workplace 4. Job performance	Interval (Likert-Scale)	Frequency T-test	Q.B1-QB23
2	To determine whether there is differences of job satisfaction between male and female employees in Kuching Resident Offices.	The differences on job satisfaction among gender	Difference in the determinant of the job satisfaction	Interval (Likert-scale)	Crosstab	Q.B1 Q.B2 Q.B10 Q.B19
3	To highlight which demographic group has the highest level of job satisfaction	The highest level of job satisfaction	Demographic group 1. Gender 2. Age 3. Ethnicity 4. Marital status 5. Education background 6. Length of service 7. Monthly income	Nominal Ordinal	One-way ANOVA	Q.A1 Q.A2 Q.A3 Q.A4 Q.A5 Q.A6 Q.A7 Q.A8

Figure 3: Measurement of the Study

CHAPTER 4 FINDINGS

4.0 Introduction

Chapter 4 is the data analysis where we analyze the data and information gathered from our questionnaires and interview. This chapter outlines the findings of our study in relations to the research objectives with the relevant tests. The final section in this chapter shows the brief summary of the results on the test.

4.1 Demographic Profile

For our research, we have distributed to the employees of the Kuching Resident Office which the organization has 33 employees. In the questionnaires, we have eight demographic profile for the case study in Kuching Resident Office which involve gender, age, ethnicity, marital status, education background, length of service, service status and monthly income.

Demographic Profile

Demographic Profile	Frequency	Percentage
Gender		
Male	19	57.6
Female	14	42.4
Age		
Younger than 20	0	0
20-30	12	36.4
31-40	7	21.2
41-50	7	21.2
51-60	7	21.2
More than 60	0	0

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Ethnicity		
Malay	4	12.1
Chinese	13	39.4
Iban	2	6.1
Bidayuh	11	33.3
Others	3	9.1
Marital Status		
Single	8	24.2
Married	25	75.8
Education Background		
UPSR	0	0
SRP/PMR	0	0
SPM/STPM	23	69.7
DIPLOMA	7	21.2
BACHELOR DEGREE	3	9.1
OTHERS	0	0
Length of Service		
Less Than 1 Year	0	0
More Than 1 Year-Less Than 5 Years	11	33.3
More Than 5 Year-Less Than 10 Years	6	18.2
More Than 10 Year-Less Than 15 Years	1	3.0
More Than 15 Year-Less Than 20 Years	6	18.2
More Than 20 Years	9	27.3
Service Status		
Permanent	32	97.0
Contract	1	3.0

Monthly Income		
Less Than RM 1000	0	0
More Than RM 1000- Less Than RM 2000	14	42.4
More Than RM 2000- Less Than RM 3000	6	18.2
More Than RM 3000- Less Than RM 4000	6	18.2
More Than RM 4000- Less Than RM 5000	4	12.1
More Than RM 5000	3	9.1

Table 4.1: Frequency and Percentage of Demographic Profile in Kuching Resident Office

From Table 4.1, it show that the frequency and percentage of demographic profile for the male and female employees in Kuching Resident Office. From the table it display there are 19 male employees and 14 female employees in the organization.

Meanwhile, the highest age of the employees in Kuching Resident Office is between 20 years until 30 years old which give the result of 36.4 % as well as the same result of 21.2 % for three different age which are 31 years until 40 years old, 41 years until 50 years old and 51 years until 60 years old. There are different ethnicity in the organization which show the results of Malay 12.1%, Chinese 39.4%, Iban 6.1%, Bidayuh 33.3% and other ethnicity are 9.1%. The result shown that the highest race in the organization are Chinese then followed by Bidayuh.

In addition, for the marital status of the employees in Kuching Resident Office there are 24.2% are single and 75.8% are married. For the education background, most of the employees in the Kuching Resident Office are from SPM/STPM which give the result of 23 out of 33 employees in the Kuching Resident Office.

Then followed by Diploma are 7 employees and Bachelor Degree are 3 employees. Most of the employees in the Kuching Resident Office are permanent which shown the result of 97% as well as the most length of service among the employees are more

than 1 year until less than 5 years of service and the lowest result are shown for the more than 10 years until less than 15 years of service. The last for the demographic profile is the monthly income. For the monthly income, the highest result for the income which give the result of 42.4% of the employees have income more than RM 1000 until less than RM 2000 and 9.1% of the employees have income more than RM5000.

4.2 Analysis

The data that we gather from our questionnaire will be analyze in order to know about job satisfaction among the employees in Kuching Resident Office. The data that we will analyze will be based on the research objective.

4.2.1 Research Objective 1: To Identify The Determinant Of Job Satisfaction In Kuching Resident Office.

The first objective of our study is regarding the determinant of job satisfaction. From the objective 1, our group has four determinant of job satisfaction which include organization benefits, condition/environment of the workplace, employees' involvement in decision making and job performance.

T-test

		Levene's Test for Equality of Variances		t-Test for Equity of Means			
		F	Sig	t	df	Sig (2-tailed)	Means
OB	Equal Variances assumed	2.127	.155	-1.055	31	.299	-2.25564
	Equal variances not assumed			-1.123	30.687	.270	-2.25564
DM	Equal Variances assumed	.515	.478	-1.278	31	.211	-1.64286
	Equal variances not assumed			-1.358	30.724	.184	-1.64286
WC	Equal Variances assumed	1.118	.299	-.573	31	.571	-.60902
	Equal variances not assumed			-.619	29.588	.541	-.60902
JP	Equal Variances assumed	1.408	.244	-.107	31	.915	-.12782
	Equal variances not assumed			-.112	31.000	.911	-.12782

Table 4.2: T-Test Determinant of the Job Satisfaction

*** OB (organization benefit), DM (decision making), WC (working condition) and JP (job performance)**

For the Independent sample test, we choose the means -.12782 this is because the means is the highest score. We choose Equal Variances Assumed because $p = .244 (> 0.05)$ for Levene's Test. It means that we choose from the first row to indicate the data.

For the t-test $p = .915 (> 0.05)$. This implies that there is no significance between the determinant of job satisfaction between male and female employees in Kuching Resident Office.

4.2.2 Research Objective 2: To Determine Whether There Is A Differences Of Job Satisfaction Between Lengths Of Service Of Employees In Kuching Resident Office.

For this objective 2, we use crosstab which we conclude it into histogram in order to determine the length of service of the employees in Kuching Resident Office.

Crosstab

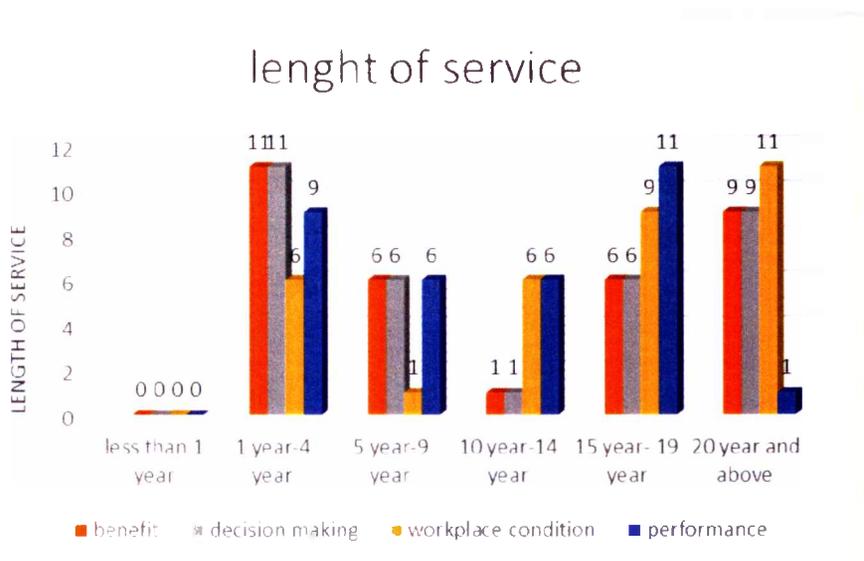


Table 4.3: Length of service in Kuching Resident Office

From the table 4.3 we can see that employees who works for 1 year until 4 years have same percentage on organization benefit 11% and decision making 11%, workplace condition 6% and performance 9%. It indicates that the employees more concern on the organization benefits and decision making.

Furthermore, employees who having the service in Kuching Resident Office between 5 years until 9 years have the same perceptive regarding organization benefit, decision making and performance.

The workplace condition did not reflect on their job satisfaction. For the employees who working between 10 years until 14 years the organization benefit and decision making has the same result 1% meanwhile, job performance and workplace condition

have same result which are 6% of employees. It indicates that the employees who working for 10 years until 14 years more concern on the job performance and workplace condition. For 15 years until 19 years length of service, it show the result that organization benefits and decision making have 6 employees.

For workplace condition is 9% employees and the job performance is 11% employees. Lastly, for the employees who served for 20 years and above is 9% employees concern on organization benefits and decision making. Then, 11 % employees concern on workplace condition and only 1% employee concern on job performance.

Therefore, the result show that the employees who served on 1 years until 4 years in the Kuching Resident Office has the highest percentage of organization benefits and decision making. For the job performance it show that the employees who served 15 years until 19 years. For workplace condition most the employees who served 20 years and above in the Kuching Resident Office.

4.2.3 Research Objective 3: To Highlight Which Demographic Group Has The Highest Level Of Job Satisfaction

In our research, for the research objective 3 which want to highlight demographic group has the highest level of job satisfaction we use the One-way ANOVA to see the highest level of job satisfaction according to the demographic group.

One-way ANOVA

ANOVA			
organization benefits	Between Groups	1.016	.400
	Within Groups		
	Total	1.016	.400
decision making	Between Groups	.322	.809
	Within Groups		
	Total	.322	.809
Working condition	Between Groups	.897	.455
	Within Groups		
	Total	.897	.455
Job performance	Between Groups	.571	.638
	Within Groups		
	Total	.571	.638

Table 4.4: One-Way Anova on the Demographic Group

The ANOVA test in Table 4.4 reveals that there is no significant differences in the demographic group for the level of job satisfaction. So, as a result of this there are no relationship between demographic group and the level of job satisfaction. It indicates that the demographic group has no effect to the level of job satisfaction. Therefore, there is no need to run the Post-Hoc Tukey test between demographic group and the level of job satisfaction.

4.3 Summary of Analysis

Based on our findings, it shows the result for the job satisfaction reflects the employees in Kuching Resident Office. For the t-test implies that there is no significance between the determinant of job satisfaction between male and female employees in Kuching Resident Office. It means that male and female employees in Kuching Resident Office have the equal view on the job satisfaction. It determines that there are no differences between male and female employees in job satisfaction.

From the crosstab we can see that they still need the determinant of job satisfaction in order to increase their job satisfaction in the Kuching Resident Office. In addition, in the One-way ANOVA there are no relationships between demographic groups and the level of job satisfaction. It indicates that the demographic group has no effect on the level of job satisfaction.

Employees will be more satisfied when they feel that they are rewarded fairly with the work they have done. If they have job satisfaction, they believe that they would have a great future in the long-term with Kuching Resident Office. According to Toker (2011), job satisfaction can improve productivity, reduce staff turnover and enhance creativity and commitment.

CHAPTER 5

DISCUSSION AND CONCLUSION

5.0 Introduction

This chapter presents the discussion of findings from chapter four and the conclusion of the study. All findings in the previous chapters are further discussed in this chapter. The findings of each objective are further elaborated and analyzed. This chapter also includes the recommendation, limitation and conclusion.

5.1 Discussion

5.1.1 To Identify the Determinant of Job Satisfaction in Kuching Resident Office

For the determinant of job satisfaction between male and female employees in Kuching Resident Office, most of the employees agree on the determinant of the job satisfaction.

The four determinant which are organization benefits, employee involvement in decision making, condition/environment in the workplace and job performance that we use in our study give the positive value and there are no differences between the determinants of job satisfaction.

It means that the equal perception towards the determinant of the job satisfaction. In addition, after we run the T-test there is no significance difference between the determinant of job satisfaction between male and female employees in Kuching Resident Office.

As a result of this, it show that Kuching Resident Office employees have equal perception towards the job satisfaction.

5.1.2 To Determine whether There Is A Differences of Job Satisfaction between Lengths of Service of Employees in Kuching Resident Office.

The perception towards job satisfaction are difference between lengths of service of employees in Kuching Resident Office. The result show that the employees who served on 1 years until 4 years in the Kuching Resident Office has the highest percentage of organization benefits and decision making.

For the job performance it show that the employees who served 15 years until 19 years. For workplace condition most the employees who served 20 years and above in the Kuching Resident Office. It indicates that the length of service of the employees in Kuching Resident Office have different perception toward the determinant of job satisfaction.

Length of service between the employees in Kuching Resident Office give the result that the different length of service in an organization wants and needs different demand and taste in order to increase their job satisfaction.

5.1.3 To highlight which Demographic Group has the Highest Level of Job Satisfaction in Kuching Resident Office.

In our study there are eight demographic group we used in the questionnaire. There are no differences between the levels of job satisfaction among the demographic group. It means that there are no highest level of job satisfaction among the demographic group. In addition, it indicates that there are equal level of job satisfaction in the demographic group.

So, One-way ANOVA indicates no significance relationship between demographic group and the level of job satisfaction. It means that the demographic group (gender, age, ethnicity, marital status, education background, length of service, service status and monthly income) did not reflect much on job satisfaction.

As a conclusion, the level of job satisfaction can be influence by various factors including their personal traits and characteristic of the work. It is an emotions or feeling of the employees which influence their working behavior.

Therefore, in line with the government's goal to create a high income economy, the government need to take relevant action and start by increasing the salary of the civil servant with the rising cost of living in this country.

5.2 Recommendations

For the recommendation we use the opinion of the employees in Kuching Resident Office to know and understand what the needs and wants of the male and female employees.

One of the recommendation that the Kuching Resident Office employees need training in order to improve their skill. Furthermore, it also show that in order to increase in the salary and bonus for their job they need training to enhance their skills as well as capability. In addition, the employees in the Kuching Resident Office need to give the authority for them to do the task.

As we know that in a public sector organization it has the bureaucracy which slowdown the process of doing the job. It can delay the work of the employees which can ruin the image and reputation of an organization. The organization also need improve in the technology. As we know that, the world is changing and become more globalize which the organization need to have the advanced technology in doing their work.

Apart from that, employees need more motivation in order to improve their job satisfaction. The organization has to more acknowledge towards the performance within the organization. In order to achieve the good quality of service they offer, the organization must first of all motivate their employees in term increase their level of job satisfaction.

5.3 Limitation of Study

In doing our research, we face in distributing the questionnaire because we had to follow the rules and procedure at the Kuching Resident Office. In the Kuching Resident Office there is bureaucracy system which we need to follow the procedure in distributing our questionnaires. Formal hierarchy is the fundamental element of central planning and centralized decision making. Everything is controlled by rules and decisions are made at high levels of management to be executed by all lower levels management. We have to go to meet the officer in-charge to be approve in doing the research.

In addition, we face difficulties in securing a suitable time for feedback of questionnaires with the respondents. This is because the respondent busy with their work and some of them are travelling for their meeting.

Apart from that, data collected may not be 100% accurate because some respondents fear that if they divulge too much information, their superior may take action on them. This is due to the employees in the public sector secure their information which are confidential for the public to know. Whenever there are rumors which come from too much information given to the public, it may ruin the image and reputation for the organization. So, we need to adjust with the environment of the Kuching Resident Office.

5.4 Implication of the Findings

From the findings, we found that our study give the positive value and there are no differences between the determinants of job satisfaction in the Kuching Resident Office. The equal perception towards the determinant of the job satisfaction in Kuching Resident Office.

Length of service between the employees in Kuching Resident Office give the result that the different length of service in an organization wants and needs different demand and taste in order to increase their job satisfaction.

The level of job satisfaction can be influence by various factors including their personal traits and characteristic of the work. It is an emotions or feeling of the employees which influence their working behavior.

Therefore, in line with the government's goal to create a high income economy, the government need to take relevant action and start by increasing the income of the civil servant with the rising cost of living in this country.

5.5 Summary

Kuching Resident Office is a public sector organization that served the public. All the information about the policies and programs come from the government. Kuching Resident Office as the local authorities which link and related to the public. Government can be seen as the most upper rank of management of Kuching Resident Office. This is because the administration is directly under the State Government administration. The interaction between the government and this organization is more towards planning, give the implementation of government policy to the office and funding any activities carried out. With the huge population in Kuching the service must be carried in efficient and effective ways in order maintain the image and reputation of the organization. In order to enhance their productivity, the Kuching Resident Office need to motivate their employees which can result of increased level of job satisfaction.

In this research, we distributed 33 sets of questionnaires about influence of demographic factors on job satisfaction. In our research we take Kuching Resident Office as our case study. We distributing the questionnaires for all the employees in Kuching Resident Office and received 33 of sets completed questionnaires. In conducting the research, we have come up with three objective in order to investigate influence of demographic factors on job satisfaction which a case study in Kuching Resident Office.

Based on our objectives, we rejected the objective. This is because the test that we run for our questionnaire did not reflect much on job satisfaction. The four determinant of job satisfaction did not have the relationship with the job satisfaction. This indicates that demographic group such as gender, age, ethnicity, education background, marital status, length of service, service status and monthly income did not have the strong relationship with job satisfaction. The job satisfaction may be can influence by the personal traits and nature of the work.

In addition, there are different perceptives regarding the determinant of job satisfaction in the length of service of employees in the Kuching Resident Office. Therefore, the result show that the employees who served on 1 years until 4 years in the Kuching

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Resident Office has the highest percentage of organization benefits and decision making. For the job performance it show that the employees who served 15 years untill19 years. Another is the workplace condition most the employees who served 20 years and above in the Kuching Resident Office. The employees who are served for a long time in the organization have different needs and demands regarding the job satisfaction in the organization.

One-way ANOVA indicates no significance relationship between demographic group and the level of job satisfaction.it means that the demographic group (gender, age, ethnicity, marital status, education background, length of service, service status and monthly income) did not reflect much on job satisfaction.

As a conclusion, we rejected our objective because the influence of demographic factors on job satisfaction did not reflect the relationship among of them.

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Appendix

Questionnaire



UNIVERSITI TEKNOLOGI MARA (UiTM) SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.) (AM228)

Title: Influence of Demographic Factors on Job Satisfaction: A Case Study In Kuching Resident Office

Dear respondents,

We ask your cooperation in completing the questionnaire below. Your feedback will enable us to further understand the job satisfaction between male and female employees in Kuching Resident Office. This questionnaire is distributed for academic purposes only. Therefore, all information and data are confidential and will be analyzed accordingly. If you have any questions or need clarification, please contact us. Your cooperation is greatly appreciated. Thank you.

Edwina ak Lingking (019-8915849)
Roselina ak Dian (014-8965928)

PART A: Respondents' Profile

Please complete the questionnaire by marking (/) in the boxes prepared.

1. Gender

<input type="checkbox"/>	Male
<input type="checkbox"/>	Female

2. Age

<input type="checkbox"/>	Younger Than 20
<input type="checkbox"/>	20-30
<input type="checkbox"/>	31-40
<input type="checkbox"/>	41-50
<input type="checkbox"/>	51-60
<input type="checkbox"/>	More Than 60

3. Ethnicity

<input type="checkbox"/>	Malay
<input type="checkbox"/>	Chinese
<input type="checkbox"/>	Iban
<input type="checkbox"/>	Bidayuh
<input type="checkbox"/>	Other Please Specify: _____

4. Marital Status

<input type="checkbox"/>	Single
<input type="checkbox"/>	Married
<input type="checkbox"/>	Divorce

5. Education Background

<input type="checkbox"/>	UPSR
<input type="checkbox"/>	SRP/PMR
<input type="checkbox"/>	SPM/STPM
<input type="checkbox"/>	DIPLOMA
<input type="checkbox"/>	BACHELOR DEGREE
<input type="checkbox"/>	Other Please Specify: _____

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6. Length of Service in Kuching Resident Office

<input type="checkbox"/>	Less than 1 year
<input type="checkbox"/>	1 year - 4 years
<input type="checkbox"/>	5 years - 9years
<input type="checkbox"/>	10 years - 14 years
<input type="checkbox"/>	15 years - 19 years
<input type="checkbox"/>	20 years and above

7. Service Status

<input type="checkbox"/>	Permanent
<input type="checkbox"/>	Contract
<input type="checkbox"/>	Part Time

8. Monthly Income

<input type="checkbox"/>	Less Than RM1000
<input type="checkbox"/>	More Than RM1000 - Less Than RM2000
<input type="checkbox"/>	More Than RM2000 - Less Than RM3000
<input type="checkbox"/>	More Than RM3000 - Less Than RM4000
<input type="checkbox"/>	More Than RM4000 - Less Than RM5000
<input type="checkbox"/>	More Than RM5000

Part B: Determinant of Job Satisfaction

Please complete the questionnaire by marking (/) in the boxes prepared

1. Strongly Disagree
2. Disagree
3. Neither Agree nor Disagree
4. Agree
5. Strongly Agree

		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
		(1)	(2)	(3)	(4)	(5)
1	I feel encouraged to come up with new and better ways of doing my job.					
2	My work gives me a feeling of personal accomplishment.					
3	I have the tools and resources to do my job well.					
4	I have clearly defined quality goals for my job.					
5	When a customer is dissatisfied, I can usually correct the problem to their satisfaction.					
6	My job makes good use of my skills and abilities.					
7	My manager visibly demonstrates a commitment to quality.					
8	Senior managers visibly demonstrate a commitment to quality.					
9	Work assigned to me is according to my qualification and skills.					
10	I feel satisfied with the top management.					
11	I have the authority to					

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	perform my duties effectively.					
12	I share my experience and skills with all my colleagues.					
13	I get appreciation & rewards if I do my job well.					
14	The organization has good career prospect for the employees.					
15	Physical working condition (ergonomic, 5S) is satisfactory.					
16	Top management involves employees in management decision.					
17	Benefits (promotion, training, and career development) provided is satisfactory.					
18	The organization recognizes and acknowledges my work.					
19	The salary is in accordance to the work.					
20	I am given enough authority to make decisions.					
21	I believe there is a spirit of cooperation at my workplace.					
22	I am supported in my decision making.					
23	I am satisfied with the benefits offered to me.					

PART C: Respondent Opinions

1. How do you feel working in this organization?

2. What are some organizational benefits provided to you?

3. Do you feel that you are treated unfairly due to your gender? Why?

4. Please give suggestion on how your organization can improve your job satisfaction.
