

THE RELATIONSHIP BETWEEN EMPOWERMENT AND JOB SATISFACTION
AMONG EMPLOYEES IN PEJABAT PENDIDIKAN DAERAH JERANTUT PAHANG
DARUL MAKMUR

NOR SHAFINAZ BINTI MOHAMAD SAYUTI

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA CAWANGAN PAHANG
DECEMBER 2016

ABSTRACT

The main objective of this research paper was to investigate the relationship between empowerment and job satisfaction among employees in Pejabat Pendidikan Daerah Jerantut Pahang Darul Makmur. This research paper also aims to determine of influence of empowerment on job satisfaction among employees. Questionnaire was being used as the instrument to collect data needed in order to complete this research paper. SPSS V-20 was used to analyse the questionnaire to in order to determine the findings of the research. 52 out of 60 employees of Pejabat Pendidikan Daerah Jerantut were chosen as the respondents in the research conducted. The researcher was using table from Krejcie and Morgan (1970) in order to determine the sample size. This research paper used quota sampling as the sampling technique. This research has two research objectives and two research questions. Two hypotheses were developed and tested using Pearson Correlation. There have relationship between empowerment and job satisfaction. The findings show moderate relationship between empowerment and job satisfaction among employees at Pejabat Pendidikan Daerah Jerantut. There are some recommendations that can be implementing by Pejabat Pendidikan Daerah Jerantut to achieve strong relationship between empowerment and job satisfaction in their organization. Besides, for future research, the researcher suggested that next researcher should conduct study at private sector to find the variety of the finding in their research.

ACKNOWLEDGEMENT

Bismillahirrahmanirrahim

First of all, I would like to thank to my supervisor, Madam Siti Fahazarina Binti Hazudin for giving me many guidance in doing this research. She guide and help me to settle the problem and difficulties until I successfully completing this research report. It will be hard for me without the proper instruction from her. I am able to conduct this research in the right track with her direction and guideline.

I would also want to give my special honor to all staff in Pejabat Pelajaran Daerah Jerantut who gave their fully participation in the process of gathering information in order to finish this research report. In addition, I would also like to show my gratitude to those people who helps me directly and indirectly for completing this research.

Next, I want to thanked my parents who give encouragement to complete this research and my classmate members who willing to share their ideas and thoughts about my research topic. They always support me including by giving emotional support to me.

Last but not least, I hope that I can gain a lot of knowledge from the process in gathering information regarding my research topic. This is because, in order to complete this assignment, I have refer to many sources on the right way of preparing this report and the right information related with this topic. Without all of these commitements and support, this report would not materialized.

TABLE OF CONTENTS

LIST OF TABLES	vi
LIST OF FIGURES	vii
CHAPTER 1:	
INTRODUCTION	1
Background of the Study	1
Problem Statement	3
Research Objectives	4
Research Questions	4
Hypotheses	4
Significant of the Study	5
Limitation of the Study	6
CHAPTER 2:	
LITERATURE REVIEW	7
Empowerment	6
Job Satisfaction	9
Empowerment and Job Satisfaction	10
Conceptual Framework	12
CHAPTER 3:	
METHODOLOGY	13
Research Design(S)	13
Sampling Frame	14
Population	14
Sampling Technique	14
Sample Size	14
Unit of Analysis	15
Data Collection Procedures	15
Instrument	15
Validity of Instrument	16
Data Analysis	17
CHAPTER 4:	
FINDINGS OF STUDY	18
Survey Return Rate	19
Section A: Respondent Demographic	20
Reliability Analysis	27
Normality Test	30

Research Objective 1	31
Research Question 1	31
Research Objective 2	32
Research Question 2	32
Correlations	33
Hypothesis	34

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS	35
Demographic Profile of Respondent	35
Conclusion for Research Questions 1	36
Research Question 2	36
Recommendation	37
Recommendation for Future Research	38

REFERENCES	39
------------	-------	----

APPENDICES

A	Agreement Form	44
B	Permission Letter	47
C	Cover Letter and Questionnaire (English and Bahasa Malaysia)	49
D	Krejcie and Morgan Table	58
E	Reliability Rule of Thumb (Cronbach's Alpha)	60
F	Normality Test	62
G	Correction Form	66
H	Result of Turnitin	69