THE RELATIONSHIP BETWEEN THE AWARENESS OF GREEN OFFICE PRACTICES AND EMPLOYEE'S JOB SATISFACTION IN SAJ HOLDINGS SDN. BHD. AGENCY YONG PENG.

PREPARED FOR: MADAM MAS'UDAH BINTI ASMUI

PREPARED BY: ALIA ATIQAH BINTI ABD. RAZAK BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS)

UNIVERSITI TEKNOLOGI MARA FACULTY OF BUSINESS MANAGEMENT

JULY 2014

ABSTRACT

Green Office is an environmental management system for offices. With its help, workplaces are able to reduce their burden on the environment, achieve savings and slow down climate change. Nowadays, companies have another reason to go green. New research has found that companies that adopt eco-friendly green practices have employees that are more productive than those that do not.

The objective of this research was to identify the awareness on green office practices among employees in SAJ Holdings Sdn. Bhd. Agency Yong Peng. This research also conducted to examine the relationship between green office practices and employee's job satisfaction among employees in SAJ Holdings Sdn. Bhd. Agency Yong Peng.

A questionnaire was used as the main instrument and the data was analysed using SPSS version 21.0. The questionnaire was distributed personally to the respondents in SAJ Holdings Sdn. Bhd. Agency Yong Peng. Besides that, the respondents were assisted by the researcher and research assistant in choosing the degree of agreement on each of the statement.

It was found that the employees in SAJ Holdings Sdn. Bhd. Agency Yong Peng has a high level of awareness of green office practices towards 3R practices and energy use in their organization. From the findings, it shows that majority respondent has awareness towards 3R practices (recycle, reuse, reduce) in the organization is average with (M=3.96, SD=0.694). While the level awareness of green office practices towards energy use is (M=4.248, STD=0.524).

i

In addition, from the result it indicated there is a strong relationship between the awareness of green office practices and employee's job satisfaction in SAJ Holdings Sdn. Bhd. Agency Yong Peng. The Pearson Correlation (r) for mean level of awareness towards 3R practices and employee job satisfaction is (r= .624**, n=76, p<.05, s=.001). Then, for mean level of awareness towards energy use and employees job satisfaction is(r= .750**, n=76, p<.05, s=.001). So, it indicated that Hypothesis 1(There is a relationship between the level of awareness towards 3R practices and employee job satisfaction in SAJ Holdings Sdn Bhd Agency Yong Peng) and Hypothesis 2 (There is a relationship between the level of awareness toward energy usage and employee job satisfaction in SAJ Holdings Sdn. Bhd Agency Yong Peng.) is accepted in this research.

ACKNOWLEDGEMENT

Alhamduliilah with the Blessings of the Almighty Allah SWT, I am thoroughly grateful grateful for the life that I am blessed with and for giving me patience and strength in facing everything that comes each and every day.

First, a special thanks to my supervisor, Madam Mas'udah Binti Asmui, for giving me her assistance, guidance, patience, and endless support throughout this research. Without her amount of time and effort, I would not be able to complete this research within the time given.

Sincere goes to my colleagues in SAJH Agency Yong Peng, En. Ali Bin Md. Noah, (Head Of Agency) Madam Azura Binti Zakaria and Madam Rashidah Binti Mastugi, (Clerk of Officer), Sir Md Yusof Bin Sarjan (Supervisor of Meter Reader) and all staffs in this company because they willing to be my respondent and have teach me about a real life of working area and share a lot of their experience with me to do my works and use it in future.

Other than that, I would like to extend my thankfulness to the most precious persons in my life, my father,

and all my family members for all their moral support, financial support and also to my friends for never ending friendships.

Thank you.

ALIA ATIQAH BINTI ABD. RAZAK JULY 2014 FACULTHY OF OFFICE MANAGEMENT AND TECHNOLOGY UNIVERSITI TEKNOLOGI MARA

TABLE OF CONTENT

Page
ABSTRACTi-ii
ACKNOWLEDGEMENTiii
LIST OF TABLEvii
LIST OF FIGUREviii
CHAPTER 1
INTRODUCTION1-2
Background of the study3-4
Problem statement5
Significant of study6
Limitation of the study6
Research Objectives6
Research Questions
Definition of term7-8
Chapter summary8
CHAPTER 2
LITERATURE REVIEW
Introduction9-11
Independent Variable
Dependent Variable14-15
Conceptual Framework16
Hypothesis16
Chapter Summary16