THE RELATIONSHIPS BETWEEN ORGANIZATIONAL CLIMATES AND JOB SATISFACTION AMONG WORKERS IN JKR MUAR

NURSYA FIZA BINTI ABD RAHMAN

2014221406

Submitted in Partial Fulfilment of the

Requirement for the

Bachelor of Business Administration

with Honours (Human Resource)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITY TEKNOLOGI MARA

MELAKA

JULY 2017

ACKNOWLEDGEMENTS

Assalamulaikum W.B.T. First and foremost, we would like to thank The Almighty Allah SWT for giving the chance to live this life day to day. Without His blessings none of this can be achieved.

Secondly, I would like to express my deepest thanks to Miss Nurul Ezaili binti Alias, as lecturer in HRM 544 subject and also assign as my advisor who had guided me to complete this task. Without those knowledge and assistance this task would not have been successful.

Thirdly, I would like give thanks to my dear parent for giving me the support and motivation to pursue our study in degree level. Also, for providing the financial support to make this research happens.

Finally, special thanks and appreciation to all the workers' JKR Muar members for their cooperation, encouragement, constructive suggestion and full of support for the report completion, from the beginning till the end.

Thank you.

TABLE OF CONTENTS

TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF TRANSMITAL	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
ABSTRACT	viii
CHAPTER 1: INTRODUCTION	
1.1 Background of Study	1
1.2 Problem Statement	3
1.3 Research Question	5
1.4 Research Objective	6
1.5 Scope of Study	6
1.6 Significant of Study	
1.6.1 Organization	7
1.6.2 Government workers	7
1.6.3 Management	7
1.7 Definition of Terms	
1.7.1 Job satisfaction	8
1.7.2 Reward	8
1.7.3 Transformational leadership	8
1.7.4 Organizational justice	9

CHAPTER 2: LITERATURE REVIEW

2.1 Job satisfaction 10

2.2 Organizational climate 11

2.3 Relationship between organizational justice and job satisfaction 13

2.4 Relationship between reward system and job satisfaction 14

2.5 Relationship between transformational leadership and job satisfaction 15

2.6 Theoretical framework 16

2.7 Hypotheses development 17

CHAPTER 3: RESEARCH METHODOLOGY

3.1 Research design 18

3.2 Population and sampling 19

3.3 Sample 20

3.3.1 Sampling size 20

3.3.2 Sampling technique 21

3.4 Instrumentation 21

3.5 Pilot study 22

3.6 Data analysis 23

3.7 Conclusion 24

CHAPTER 4: RESEARCH FINDINGS

4.1 Introduction 25

4.2 Frequency analysis 25

4.3 Reliability analysis 30

4.4 Descriptive analysis 32

4.5 Pearson correlation analysis 33

4.6 Multiple regression analysis 35

ABSTRACT

The purpose of this study is to determine the relationships between organizational climates and job satisfaction among workers in JKR Muar. This study was analyzed through SPSS 20.0 version. There are three dimensions of organizational climates studied in this research as independent variables; organizational justice, reward system, and transformational leadership. In addition, dependent variable in this study is job satisfaction. Moreover, the result shows by previous research done by Dundar & Tabancali (2012) is there is significant relationship between organizational justice and job satisfaction. Next, study by Bustamam, Teng, & Abdullah (2014) shows the result there is significant relationship between reward system and job satisfaction. Based on TSAI (2014), the result shows that there is significant relationship between transformational leadership and job satisfaction. Besides, in this study, based on Multiple Regression analysis, the result shows that there is significant relationship between each factor of organizational climates and job satisfaction. Organizational justice shows the most influential factor toward job satisfaction among workers in JKR Muar with (p-0.000) followed by reward system (p-0.12) and transformational leadership (p-0.050). In conclusion, all the hypotheses in this study are accepted.