

A STUDY ON THE RELATIONSHIP BETWEEN
THE DETERMINANTS OF JOB SATISFACTION OF HERZBERG
THEORY AND JOB PERFORMANCE AMONG NON-EXECUTIVE
EMPLOYEES AT JABATAN KERJA RAYA, SARAWAK



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“DECLARATION OF ORIGINAL WORK”

I, Sharmaine Elfira Bawih Asa

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

The purpose of this correlational research was to study the relationship between determinants of Job Satisfaction and Job Performance among non-executive employees by adapting Motivation Hygiene Theory by Herzberg (1959) and Campbell's Model of Job Performance (1990). There are three determinants of Job Satisfaction found in Motivation Hygiene Theory by Herzberg (1959); Work Environment, Salary, Relationship with Supervisor. The objectives of this study is to determine the determinants of Job Satisfaction among the non-executive employees' and to identify the relationship between the determinants of Job Satisfaction and Job Performance among the non-executive employees' at Jabatan Kerja Raya, Sarawak. However, the descriptive and correlation analysis was conducted at Jabatan Kerja Raya, Sarawak in order to test the reliability of data. Therefore, the study covered 100 non-executive employees' of Jabatan Kerja Raya, Sarawak as population while 80 of them were taken as sample size using Krejcie and Morgan (1970) table. Besides that, data collection was done by using quantitative method specifically questionnaire instrument which then analysed by using IBM Statistic Package for Science Social (SPSS) version 20. Last but not least, researcher hopes that all the findings will be useful and able to provide valuable information in the future.

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CHAPTER 1

INTRODUCTION

Background of the Study

Job satisfaction plays an important role in increasing job performance. The performance of employees is influenced by several determinants which can cause their changes of attitude. Therefore, according to Sinha (2013), job satisfaction is viewed as an attitude, where it required employees to gain more information about the workplace over prolonged of time.

Salleh, et. al., (2012), stated that job satisfaction is a person's evaluation regarding their job and work context. It refers to what employees feel about the job in the workplace where they can contribute their effort and competencies. However, satisfaction can be classified as a "person's feelings of pleasure or disappointment resulting from comparing a product's perceived performance (or outcome) in relation to his or her expectations". (Kotler, 2000 cited in Rao and Sahu, 2013). However, according to Hajiha,et. al., (2014) cited in Batagarawa (2014), job satisfaction is employees' attitude towards their job. Moreover, Griffin and Moorhead (2007), cited in the same article said that job satisfaction reflects the extent to which workers are contended with their jobs and the sense of fulfilment that is derived from their job tasks.