

**UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN & PENGAJIAN POLISI**



**EXPLORING THE JOB SATISFACTION AND
OCCUPATIONAL COMMITMENT IN FIRE AND RESCUE
DEPARTMENT IN IPOH, PERAK.**

**NUR HARYATIE BINTI MOHD SAINI
2005638985
SITI AIDA BINTI OMAR
2005638866**

MAY 2007

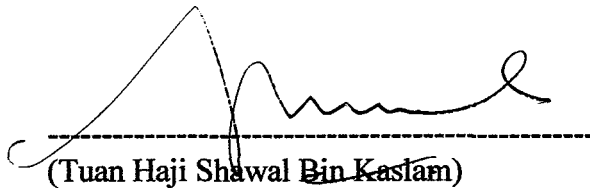
**CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE
SUPERVISOR**

Name of Supervisor : Tuan Haji Shawal Bin Kaslam

Title of Research Report : Exploring the Job Satisfaction and Occupational
Commitment among firemen in Fire and Rescue
Department in Ipoh, Perak.

Name of Students : Nur Haryatie Binti Mohd Saini
: Siti Aida Binti Omar

I have reviewed the final and complete research report and approve the submission of this report for evaluation.



(Tuan Haji Shawal Bin Kaslam)

Date: 7/05/07 .

Acknowledgement

First of all, we would like to express our greatest gratitude to Allah s.w.t for giving us good health, strength and energy in that have enable us to complete this research.

Secondly, we also would like to convey our deepest appreciation and sincerest thanks to our beloved supervisor, Tuan Haji Shawal Bin Kaslam for his kindness and non-stop guidance in the process of preparing and completing this research. He has taught and guides us with many things about research and gave us a valuable lesson about research in action.

Besides that, the completion of this research represents the warmest cooperation given by a number of individual in Fire and Rescue Department in Ipoh, Perak. They are En. Farid Bin Othman (the Fireman Officer in Operational Department) and also not miss out En. Mohd Saini Bin Ismail (Nur Haryatie's father- Fireman Officer in Planning and Development Department) who has provided us with valuable information and helped us to distribute the questionnaires.

Lastly, to others whose their names are not listed here, we really appreciate your assistance and contribution in helping us to ensure that this research is done perfectly and meet the requirements needed. Thank you very much.

ABSTRACT

Fire & Rescue Department in Malaysia as a whole are still improving their quality in terms on delivering their services towards the society. Fire & Rescue Department in Malaysia was established in 1883 in Selangor which their new vision is 'Towards World Class Fire & Rescue Organization' in order to parallel with our country vision which is 'Vision 2020'. This study is to exploring the job Satisfaction and occupational commitment among firemen in Fire and Rescue Department in Ipoh, Perak. A cluster random sampling of 75 firemen was giving the questionnaire on 2 major issues. The first issue is to examine the level of job satisfaction towards their job. Second issue is regarding the occupational commitment among firemen while doing their task given. Job satisfaction and occupational commitment dimensions were hypothesized to positively related. Result generally supported the hypotheses. We also hypothesized that job satisfaction and firemen's position whereby both variables has positively related among each other.

Table of contents

LETTER OF TRANSMITTAL	i
DECLARATION	ii
CLEARANCE FOR SUBMISSION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	viii

Chapter 1: Introduction

1.1 Introduction	1
1.2 Problem statement	3
1.3 Research Questions	4
1.4 Research Objectives	5
1.5 Scope of the study	6
1.6 Significance of the study	7
1.7 Definition of terms/concepts	8

Chapter 2: Literature Review & Conceptual Framework

2.1 Introduction	10
2.2 Conceptual framework	22
2.3 Hypothesis	23

Chapter 3: Research Design and Methodology

3.1 Research design	24
3.2 Unit of analysis	25
3.3 Sample size	25
3.4 Sampling technique	26
3.5 Measurement/Instrumentation	27
3.6 Data collection	33
3.7 Data analysis	34

Chapter 4: Findings

4.1 Introduction	36
4.2 Profile of Respondent	36
4.3 Respondent Opinion on Services	41
4.4 Job Satisfaction	45
4.5 Occupational Commitment	47
4.6 Career Prospect	48