



**THE MOTIVATIONAL JOB DESIGN CHARACTERISTICS AND IT'S INFLUENCE ON  
EMPLOYEE WORK ENGAGEMENT AT ROYAL MALAYSIAN CUSTOMS GELANG  
PATAH JOHOR**

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**DECLARATION OF ORIGINAL WORK**



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**“DECLARATION OF ORIGINAL WORK”**

**I, NOORLIZA BINTI KASSIM**

Hereby, declare that;

- This work has not previously been accepted in substance for any degree, locally or overseas and 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.

Signature:

Date: July 2012

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*“All praises to almighty ALLAH, the most merciful and the most benevolent “*

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## ABSTRACT

Modern organizations need energetic and dedicated employees. People who are engaged with their work. These organizations expect proactivity, initiative and responsibility for personal development from their employees. The main purpose of this study is to study about the motivational job design characteristics and its influence on employee work engagement at Royal Malaysian Customs Gelang Patah Johor. The methodology of this study is using 150 respondents, which it is good for this research. The questionnaire is being distributed to all departments at Royal Malaysian Customs. The data will be interpreted by using SPSS which include data analysis, reliability test, descriptive analysis, regression analysis and correlation analysis. The data analysis is used to interpret all the information collected. As for reliability test, it is used to see how the reliable the question given. Descriptive analysis is used to interpret all the data about the demographic of the respondents. Regression analysis is used in this research study to see the most influence factor that contribute to employee work engagement and as for correlation analysis in other hands to provide results about the relationships exist among the variables. Job variety and job feedback is being chosen as the independent variable in this research. As for the dependent variables, employee work engagement is being used to see the relatedness of both variables. To identify the influencing of job variety, job feedback and employee work engagement, it will be used in frequencies data. The researcher proposed a few recommendations to Royal Malaysian Cutoms Gelang Patah so that it should be considered for its future long-term planning.

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