



UNIVERSITI TEKNOLOGI MARA

**A STUDY ON THE ASSOCIATION BETWEEN JOB-RELATED
MOTIVATIONAL FACTORS AND JOB SATISFACTION. JOB
SATISFACTION AMONG RANK-AND-FILE OFFICERS OF THE ROYAL
CUSTOMS DEPARTMENT. A CASE STUDY AT PORT KLANG SELANGOR,
MALAYSIA**

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DECLARATION

I hereby declare that the work contained in this research report is original and own except those duly identified and recognized.

Signature

A handwritten signature in black ink, appearing to be 'X. M. S.', written over a horizontal dotted line.

LETTER OF TRANSMITTAL

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Dear Sir

SUBMISSION OF APPLIED RESEARCH REPORT

Regarding to the above subject matter, I hereby submit my research report with the title “A study on the association between job-related motivational factors and job satisfaction. Job satisfaction among rank-and-file of officers of the Royal Custom Department. A case study at Port Klang, Selangor, Malaysia”. This final report is requirement for the completion of Applied Reseach (ADM 655) subject which is required by Faculty of Administration and Law.

I have done this research through study and investigation for preparing the report. I believed through this analysis and very valuable findings can contribute to faculty and Custom Department itself.

Therefore, I hope this report will fulfill the requirement of the Research Applied (ADM 655). I apologized of any mistake or omission in accomplish this report.

Thank you

Your sincerely



(NUR AINISA BT ARIFIN)

ABSTRACT

Motivation and satisfaction may determine the successful and failure of an organization. Meaning that organization can sustain their performance when they have dedicated, competitive workforce and quality of motivation factors then will lead to job satisfaction as well. Therefore, these studies are examines the factors that contribute to motivation as well as job satisfaction. This study is conducted at Royal Custom Department in Port Klang, Selangor. A sample of 60 staffs was interviewed and self-administered questionnaire.

The study tries to find the relationship between demographic factors (gender, age, status, tenure, education, monthly income and race) with job satisfaction and motivational factors, the relationship between extrinsic motivational factors (good wages, good working condition, tactful discipline and job security) and intrinsic motivational factors (full appreciation of work done, sympathetic help with personal problem, opportunity for career growth, interesting and challenging work, feeling of being involved in organization, and company loyalty to employees) with job satisfaction. The method that have been used in this study in order to analyze the data collected are Statistical Package for Social Science (SPSS). The finding is hopefully can contribute and help the Custom Department in order to upgrade and increase their motivational factors which then determine the employees' job satisfaction.