



**Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA**

**A STUDY ON JOB SATISFACTION AMONG FIREMEN OF FIRE AND
RESCUE DEPARTMENT OF JALAN KUBU, MELAKA**

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Supervisor's Comments

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Moderator's Comments

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CLEARANCE FOR SUBMISSION OF THE RESEARCH BY THE SUPERVISOR

MOHD ZULHILMI BIN MOHD YUNUS

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

(Signature)

Date:

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

Job satisfaction among the employees has a great impact towards an organization as there is correlation with employee's performance, absenteeism and turnover. Many organizations were concerned about measuring the job satisfaction among their workers (Carsten & Spector, 1987).

Job satisfaction can be related to factors which could either motivate or demotivate the employees (Herzberg, 1968; Herzberg, Mausner, & Snyderman, 1959). Job satisfaction is important because a person's attitude and beliefs may affect his or her behavior in the workplace. Attitudes and beliefs may cause a person to work harder or the opposite may occur and he or she may work less. Job satisfaction also affects a person's general well-being as people spend a great part of their day at work. If a person is dissatisfied with their work, it could lead to dissatisfaction in other areas of their life (Jex, 2002).

Job satisfaction among firemen is important as they are the people who are putting their lives protecting the citizens and properties under emergency conditions. They must be able to maintain high level of satisfaction in their job so that they will give their best in their performance in carrying out their duty and