THE RELATIONSHIP BETWEEN WORKING ENVIRONMENT AND JOB SATISFACTION AT FAMA

ZULIANA BINTI CHE AB HALIM
2008748979

BACHELOR OF BUSINESS MANAGEMENT
(HONS) OPERATIONS MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
DUNGUN, TERENGGANU

OCTOBER 2010

TABLE OF CONTENTS

		PAGE
DECLARATION OF ORIGINAL WORK		i
LETTER OF TRANSMITTAL		ii
ACKNOWLEDGEMENT		iii
TABLE OF CONTENTS		iv - vi
LIST OF FIGURES AND TABLES		vii-viii
ABSTRACT		ix
CHAPTER 1:INTRODUCTION		
1.1	Background of Study	13
1.2	Scope of study	14
	1.2.1 Time Frame	14
1.3	Background of the Company	14-15
	1.3.1 History of Company	15
	1.3.1 Corporate Vision	15
	1.3.2 Corporate Mission	16
1.4	Problem Statement	16-17
1.5	Research Objective	17
1.6	Significant of the Study	17
	1.6.1 The Researcher	17
	1.6.2 The Organization	18
1.7	Limitation of Study	18
	1.7.1 Scope of Study	18

3.5	Sample	33
	3.5.1 Sampling Technique	33-34
3.6	Research Design	34
	3.6.1 Purpose of Study	34
	3.6.2 Extent of Research Interference with the Study	34
	3.6.3 Study Setting	34-35
	3.6.4 Unit of Analysis	35
	3.6.5 Time Horizon	35
3.7	Data Collection	35
	3.7.1 Primary Data	35
	3.7.2 Secondary Data	36
3.8	Method of Analyzing Data	36
	3.8.1 Reliability	36-37
	3.8.2 Frequency Distribution	37
	3.8.3 Descriptive Statistic	37
	3.8.4 Pearson's Correlation Coefficient	38

CHAPTER 4: FINDING AND ANALYSIS

4.1	Introduction	40
4.2	Overview of Data	40
4.3	Frequency	40-42
4.4	Correlation and Coefficient Analysis	43
4.5	T-Test	43-46
4.6	Reliability	46-48

CHAPTER 5: CONCLUSION AND RECOMMENDATIONS

5.1	Introduction	50
5.2	Discussion of the Study	50-51
5.3	Conclusion of the Study	51-52
5.4	Recommendations	52

ACKNOWLEDGEMENT

Assalamualaikum W.B.T

Praise and gratitude to Allah S.W.T, with those mercies to help and give me the opportunity to complete this project paper.

First of all, I would like to express my gratitude to my advisor Madam Sakinah binti Mat Zin who has from the beginning gave me guidance, useful advice, encouragement, and supports throughout the way of preparing this project paper. Without her, this project paper would not be completed successfully. Special thanks to my second advisor Madam Haslenna binti Hamdan, for his contribution and effort in helping me to organize this project paper.

My gratitude is also dedicated to my beloved family and friends who will always there for me when I needed them to support me. Their encouragement and loves help me to complete this study successfully.

I also dedicate my special thanks to my supervisor, En Che Deraman bin Razak. It is because of her encouragement, guidance, supportiveness, and a helpful advice. He has given me a lot of moral support in completing this project paper.

Finally, I would like to express my appreciation to all parties and individuals who had helped me directly or indirectly during my practical training and during a completing of this project paper.

THANK YOU.

FAMA

The Relationship between Working Environment and Job Satisfaction at FAMA

ABSTRACT

As requirement by subject Industrial Training Report (OPM 662), I have completed this research on "The Relationship between Working Environment and Job Satisfaction at FAMA". In this research three independent variables that affect job satisfaction level have been identified which are working environment, ergonomic and layout. Research has been doing on one group of respondents which is employees at FAMA branches area Pahang. I have taken 100 people to be my respondents in area Pahang that means I used 100 samples on this research.

Objectives of the study are to investigate how the working environment affects level of job satisfaction among employees, to identify the relationship between independent variables and dependent variables and to suggest some possible recommendation and suggestion to the problem of organization face.

Finding on this research, we will know the level of job satisfaction and also measure the relationship between job satisfaction with working environment, ergonomic and layout.