

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

AM228



APPLIED RESEARCH PROJECT

ADS555

**A STUDY ON FACTORS CONTRIBUTE TO LEVEL OF JOB
SATISFACTION AMONG EMPLOYEES AT
PAEDIATRIC DEPARTMENT, HOSPITAL MELAKA**

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

Name of Supervisor : Encik Muhamad Fuad bin Abdul Karim
Title of Research Report : A study on factors contribute to level of job satisfaction
among employees at Paediatric Department, Hospital
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Name of Student I : Steve Morgan Anak Lisin (2009604322)
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I have reviewed the final and complete research report and approve the submission of this report for evaluation.

.....

(ENCIK MUHAMAD FUAD BIN ABDUL KARIM)

Date:

DECLARATION

We hereby declare that the work contained in this research report is original and our own except those duly identified, recognized and acknowledged. If we are later found to have committed plagiarism or other acts of academic dishonesty, action can be taken against us in accordance with UITM's rules and academic regulations.

Signed,

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ACKNOWLEDGEMENT

We would like to praise and thankful to Allah Almighty for without His blessing we would not have successfully completed this research report on “A Study on Factors Contribute to Level of Job Satisfaction among Employees at Paediatric Department, Hospital Melaka”. Completing this research report was a very challenging task to both of us as we have to coop with time constraint and managed time wisely between completing the report and performing our duties as government servants.

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ABSTRACT

Understanding the factors contribute to level of job satisfaction among employees is significance because satisfied employees will improve overall effectiveness and successfulness of an organization. The Paediatric Department, Hospital Melaka plays a crucial role as one of the government agency under the Ministry of Health in achieving the targets outlined in the policy. However, a lack of attention has been focused on understanding the factors that influence the level of job satisfaction among the department's employees. The research focused on the level of job satisfaction by looking from three different performance appraisal, promotion and reward/salary. Thus, the main objective of this research is to study the factors contribute to level of job satisfaction among employees at Paediatric Department, Hospital Melaka and to verify whether the factor influenced the level of job satisfaction. A survey was developed and utilized to gather data regarding the importance of the factors to employees' level of job satisfaction. The total of 32 respondents has participated in the research from overall 35 employees of the department using simple random sampling technique. The instruments has been developed and adapted from several of previously known researches. The data that was gathered was statistically analyzed in order to support or reject the research hypotheses by using the SPSS software. The findings of the research indicated that the respondents generally are satisfied with their job. In addition, gender factor do not influence the level of job satisfaction. Limitations and recommendations on the study are also discussed.