

**THE RELATIONSHIP BETWEEN WORKING CONDITION AND
JOB SATISFACTION AMONGST TECHNICAL EMPLOYEES AT
SUM HING ENGINEERING WORKS SDN. BHD.**

**Prepared for:
MISS ZARINA BEGUM BINTI EBRAHIM**

**Prepared by:
NURAFIQAH BINTI RASUL
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UITM)
FACULTY OFFICE SYSTEM AND TECHNOLOGY**

January 2015

ABSTRACT

Working condition has recently become an important issue in organization. The objectives of this study were to examine the relationship between working condition and job satisfaction amongst technical workers at Sum Hing Engineering Works Sdn. Bhd. The researcher focusing on working condition which is job demand, job control and social support that influence job satisfaction. In this study, correlation study was used as a research design. About 118 technical employees at Sum Hing Engineering Works Sdn. Bhd. were selected. The data was collected through a set of questionnaires. The Statistical Package in the Social Science software (SPSS) version 20.0 was used in other to analyze the data. The result of the study showed that most of the respondents slightly agreed with the working condition in their workplace. In addition all factor of working condition have significant positive relationship with job satisfaction. The study also showed all hypotheses were accepted. Job demand showed has the most impact toward job satisfaction. Based on the result, the researcher recommend that the organization should focused more on job control and social support in order to increase employee's job satisfaction. Future study should be made on wider and geographically diverse group of respondent because it would expand the research sample, reliability and validity of the population.

Keywords: Working Condition, Job Demand, Job Control, Social Support, Job Satisfaction.

TABLE OF CONTENTS

	Page
ABSTRACT	i
ACKNOWLEDGEMENT	ii
TABLE OF CONTENTS	iii
LIST OF TABLES	v
LIST OF FIGURES	vi
CHAPTER 1	
INTRODUCTION.....	1
Background of Study.....	1
Problem Statement.....	5
Research Objectives	6
Research Questions.....	6
Contribution of Study	6
Limitation of Study	9
Definition of Terms	10
Chapter Summary	11
CHAPTER 2	
LITERATURE REVIEW.....	12
Job Satisfaction.....	12
Working Condition	14
Job Demand.....	14
Job Control.....	15
Social Support	16
Relationship Between Working Condition and Job Satisfaction.....	17
Theoretical Framework	20
Hypotheses	21
Chapter Summary	21
CHAPTER 3	
METHODOLOGY.....	22
Research Design.....	22
Sampling Frame.....	23
Population.....	24

Sampling Technique	26
Sampling Size.....	27
Unit of Analysis.....	28
Data Collection Procedure.....	29
Research Instrument	30
Validity of Instrument.....	31
Reliability	31
Plan of Data Analysis	34
Chapter Summary	36
CHAPTER 4	
FINDINGS AND DISCUSSION.....	37
Response Rate.....	37
Demographic Information of Respondents.....	38
Research Question 1.....	40
Correlation Analysis	42
Research Question 2.....	43
Research Question 3.....	47
Chapter Summary.....	51
CHAPTER 5	
CONCLUSION AND RECOMMENDATION.....	52
Introduction	52
Demographic Information of Respondents	52
Research Question 1.....	53
Research Question 2.....	53
Research Question 3.....	53
Recommendation	54
Recommendation for Future Study.....	54
REFERENCES.....	56
APPENDIXES	
A Cover Letter.....	A1
B Questionnaire.....	A2
C Follow-Up Letter.....	A3
D Data Analysis.....	A4

LIST OF TABLES

Table	Page
3.1 Total of Population.....	25
3.2 Determining Sample Size for a Given Population	27
3.3 Data Collection Procedures	29
3.4 Rules of Reliability.....	32
3.5 Summary of Reliability Analysis Results	33
3.6 Data Analysis	35
4.1 Response Rate	37
4.2 Respondent's Gender.....	38
4.3 Respondent's Age	39
4.4 Descriptive Statistics	40
4.5 Table of Correlation.....	42
4.6 Correlation Analysis	44
4.7 Model of Summary	48
4.8 Anova	48
4.9 Coefficients	49