



FACTORS INFLUENCING JOB SATISFACTION

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**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA**

JULY 2018

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**Submitted in Partial Fulfilment of the
Requirement for the
Bachelor of Business Administration with Honours (Human Resource)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA**

JULY 2018

DECLARATION OF ORIGINAL WORK



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“DECLARATION OF ORIGINAL WORK”

I, Nur Izzati Maisarah Binti Mohd Bakri, (I/C Number : 960904-03-5184)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF TRANSMITTAL

4th July 2018,
The Head of Program,
Bachelor of Business Administration (Hons) in Human Resource,
Faculty of Business Management,
Universiti Teknologi MARA Kampus Bandaraya Melaka,
75300 Melaka.

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title "Factors Influencing Job Satisfaction" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

NUR IZZATI MAISARAH BINTI MOHD BAKRI
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Bachelor of Business Administration (Hons) in Human Resource

ABSTRACT

Job satisfaction refers to how much an employee feels happy or enjoy with his or her job. It had been the focus of broad study by many researchers in recent years. Latest survey by Job Street had revealed that many employees are dissatisfied with their job. Therefore, this study examine the factors influencing job satisfaction which are working environment and leadership style. Questionnaire had been used as a research instrument to obtain data. A total of 108 questionnaires were distributed to respondents at Urban Transformation Centre (UTC) Melaka and 93 of them were completely returned to the researcher. Therefore, the response rate for this study was accumulated to a percentage of 86%. The sample of study and data was then being analysed using a software known as Statistical Package for Social Science Version 20. The tests involved are Descriptive Analysis, Reliability Analysis, Pearson's Correlation Analysis and Multiple Regression Analysis. The results of this research indicated that there is significant relationship between working environment and leadership style with job satisfaction and the most influential factor towards job satisfaction is leadership style.

Keywords:

Working Environment, Leadership Style, Job Satisfaction.