

**THE RELATIONSHIP BETWEEN ORGANIZATIONAL JUSTICE
AND EMPLOYEES' JOB SATISFACTION AT UiTM PAHANG
BRANCH, JENGKA CAMPUS**

**Prepared for:
ENCIK AZMI BIN SALIM**

**Prepared by:
NURUL JANNAH BINTI AMIRUDDIN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT**

JANUARY 2019

ABSTRACT

The purpose of this study is to examine the relationship between Organizational Justice and Employees' Job Satisfaction at UiTM Pahang Branch, Jengka Campus. The objective of this study is to analyze the level of organizational justice and job satisfaction of employees at UiTM Pahang Branch, Jengka Campus and to identify the relationship between organizational justice and job satisfaction as perceived by the employees of UiTM Pahang Branch, Jengka Campus. Besides that, 200 questionnaires have been distributed to randomly selected non-academic employees working at UiTM Pahang Branch, Jengka Campus to achieve the objectives of this study. All the data collected are analysed using SPSS Version 25 program. The finding suggests that there is a moderate relationship between organizational justice and employees' job satisfaction at UiTM Pahang Branch, Jengka Campus.

TABLE OF CONTENTS

	Page
ABSTRACT.....	i
ACKNOWLEDGEMENT.....	ii
LIST OF TABLES.....	iii
LIST OF FIGURES.....	iv
 CHAPTER 1: INTRODUCTION	
Background of Study.....	1-3
Statement of Problem.....	3-4
Research Objective.....	5
Research Question.....	5
Research Hypothesis.....	6
Significant of Study.....	6-7
Limitations of Study.....	7
Definitions of Term.....	8
 CHAPTER 2: LITERATURE REVIEW	
Definition of Organizational Justice.....	9-12
Distributive Justice.....	13-14
Procedural Justice.....	15-16
Interactional Justice.....	16-17
Job Satisfaction.....	18
Intrinsic Job Satisfaction.....	19
Extrinsic Job Satisfaction.....	20
Conceptual Framework.....	21
 CHAPTER 3: METHODOLOGY	
Introduction.....	22
Research Design.....	23

Sampling Frame.....	24
Population.....	24
Sample Size.....	25
Sampling Techniques.....	25
Unit of Analysis.....	25
Research Instruments.....	26
Validity of Instrument.....	26
Data Collection Procedures.....	26-27
Plans for Data Analysis.....	27-29
CHAPTER 4: FINDINGS AND DATA ANALYSIS	
Introduction.....	30
Survey Return Rate.....	31
Demographic Profile.....	32-36
Reliability Test.....	37-38
Descriptive Analysis.....	39-48
Correlation Analysis.....	49-52
CHAPTER 5: CONCLUSION AND RECOMMENDATIONS	
Introduction.....	53
Conclusions.....	54-57
Recommendation.....	58-60
Recommendation for organization.....	58-59
Recommendations for future research.....	56
REFERENCES.....	57-58
APPENDICES.....	59
Appendix A: Agreement Form (Supervisor).....	60
Appendix B: Agreement Form (Co-Supervisor).....	61
Appendix C: Consultation Form.....	62
Appendix D: Submission of Final Academic Report.....	63

Appendix E: Submission of Final Academic Report After Presentation.....	64
Appendix F: Permission Letter.....	65
Appendix G: Sample Questionnaire.....	66
Appendix H: Socio-Demographic Pie Chart.....	67
Appendix I: Histogram Chart.....	69
Appendix J: Result of Turnitin.....	70
Appendix K: Profread Letter.....	71
Appendix L: Thesis Correction Report.....	72

List of Tables

Table		Page
3.9.1	Data Collection Procedures	25
3.10.1	Plan Data Analysis	26
4.1	Number of Respondents	31
4.2	Gender of Respondents	32
4.3	Age of respondents	32
4.4	Marital Status of Respondents	33
4.5	Level of Education Respondents	33
4.6	Level of Monthly Income	34
4.7	Service Duration of Respondents	35
4.8	Cronbach's Alpha Table	36
4.9	Mean Score Interpretation	37
4.10	Descriptive Distributive Justice	45
4.11	Descriptive Procedural Justice	46
4.12	Descriptive Interactional Justice	48
4.13	Descriptive Informational Justice	50
4.14	Overall mean for Organizational Justice	51
4.15	Descriptive Job Satisfaction	52
4.16	Organizational Justice Factor Influences	53
4.17	Guideline on the Interpretation of Correlation Coefficient	54
4.18	Correlation between Organizational justice and job satisfaction	55