



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
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**THE STUDY ON JOB SATISFACTION AT JABATAN
PENGANKUTAN JALAN (JPJ) SUNGAI PETANI**

NUR AINA AFIQAH BINTI ABD HALIM 2015154467

NUR HIDAYAH BINTI MD ELIAS 2015115427

SUPERVISED BY:

MADAM NOR ZAINI BT HJ ZAINAL ABIDIN

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DECLARATION

We hereby declare that the work contained in this research proposal is our own except to those which have been duly identified and acknowledged. If we later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against we under the Academic Regulations of UiTM's.

Signed



Nur Aina Afiqah Binti Abd Halim

2015154467

Signed



Nur Hidayah Binti Md Elias

2015115427

TABLE OF CONTENT

Clearance For Submission of the Applied Research Project by the Supervisor

Declaration

Acknowledgment

CONTENTS	PAGE NUMBER
CHAPTER 1: INTRODUCTION	
1.1 Introduction	1
1.2 Research Background	1-3
1.3 Problem Statement	4-5
1.4 Research Question	6
1.5 Research Objective	6
1.6 Scope of Study	7
1.6.1 Territory	7
1.6.2 Level	7
1.6.3 Time	7
1.7 Significance of the Study	7
1.7.1 Better Understanding of Job Satisfaction among Employees and Employers	7
1.7.2 Increase Existing Knowledge of Job Satisfaction among Employees and Employers.	7-8

1.7.3 Increase Awareness of Job Satisfaction among Employees and Employers	8
1.8 Definition of Term, Terminology and Concepts	8
1.8.1 Job Satisfaction	8-9
1.8.2 Working Condition	9
1.8.3 Supervisor's Role	9-10
1.8.4 Reward	10
1.8.5 Co- workers	10-11
1.8.6 Jabatan Pengangkutan Jalan (JPI)	11
1.9 Conclusion	12

CHAPTER 2: LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1 Introduction	13
2.2 Job Satisfaction	13-14
2.3 Herzberg's Motivation- Hygiene Theory	15-22
2.3.1 Status	16
2.3.2 Opportunity for Advancement	16-17
2.3.3 Responsibility	17
2.3.4 Salaries	17
2.3.5 Job Security	18
2.3.6 Company Policies	18
2.3.7 Achievement	18
2.3.8 Work Itself	19
2.3.9 Working Condition	19

CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter focused on the background of the study which titled “The Study on Job Satisfaction at Jabatan Pengangkutan Jalan (JPJ) Sungai Petani”. This chapter consist of research background followed by problem statement, research questions, research objectives, scope of study, significant of study and the definition of term and concept use in this study.

1.2 Research Background

According to Moghadam (1999), globalization defined as the world transformation which move toward the changes of organizational structures, ideas and the people in order to increase market potential. So that, the globalization has tremendous effect in technology, trends, cultures and others. Thus, it can influence the organization management in overall aspects (Atta-Panin, 2015). It is seen that globalization increase the potentiality of private organizations and it becomes apparent in the choice that public have in choosing services and goods. In this sense, the booming of private organization act as prime mover of economic growth then can influence certain on the role played by public sectors whereby need to challenged it as keep in pace of globalization (The National Integrity Plan of Malaysia, 2004).

In this sense, the public agencies must find ways to increase the performance in service delivery as to be at par with that of private institution (Che Azemi et al., 2016). Public agency well- known as an agent to deliver services to public at no or less cost. It is because, public agencies focused as make sure that all of people get the benefit from the government. Therefore, public agencies need to re- strategize or rebranding the system of management