

CLEARANCE FOR SUBMISSION OF THE RESEARCH REPORT BY THE SUPERVISOR

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Title of Research Report : Factors that Influence Employee's Job Satisfaction in Public Sector: A Case Study at Sungai Petani Municipal Council

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We have received the final and complete research report and approve the submission of this report for evaluation.



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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter is an overview of the whole research of study context and research problems. Chapter one containing eight section. Firstly, background of the study is presented. Secondly, followed by the problem of statement contain in this section. In the third section is discusses about the research objectives of the study. The fourth section discusses the research question that contain three main variate of study. The scope of study is presented in the fifth section. The sixth section contains the significances of the study. The explanation of the definition term that are being used in conceptual framework is in the section seventh. Last but not least, the conclusion in this chapter was explained in the eight section.

1.2 Background of Study

According the Institute of Internal Auditors in 2011, generally, public sector consists of governments and all publicly controlled funded agencies, enterprises and other entities that deliver public programs, goods or services. The concept of public sector is broader than simply that of core government and may overlap with the not-for-profit or private sectors. For the purpose of this guidance, the public