

**THE EFFECTS OF JOB SATISFACTION AND JOB
PERFORMANCE AMONG THE EMPLOYEES AT RANHILL
SAJ MUAR AGENCY**

**NURUL SHUHADAH BT ISHAK
2015626552**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS)
MARKETING
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
JOHOR**

DECEMBER 2018

**Submitted in Partial Fulfillment of the Requirement for the
Bachelor Bussiness Administration (Hons) Marketing**

A handwritten checkmark is located in the bottom right corner of the page.

⑥

AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulation of Universiti Teknologi MARA. It is original and is the result of my own work, unlike otherwise indicated or acknowledge as referenced work. This report has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I hereby acknowledge that I have been supplied with the academic rules and regulation for postgraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

NAME OF STUDENT : NURUL SHUHADAH BT ISHAK

STUDENT I.D NO : 2015626552

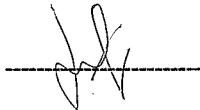
PROGRAMME : BACHELOR BUSSINESS ADMINISTRATION (HONS) MARKETING

FACULTY : BUSSINESS AND MANAGEMENT

DISSERTATION TITLE : RESEARCH ON EFFECTS OF JOB SATISFACTION AND JOB PERFORMANCE AMONG THE EMPLOYEES AT RANHILL SAJ

Thank You.

Yours Sincerely,



(NURUL SHUHADAH BT ISHAK)

2015626552

Acknowledgment

First and foremost, I would like to express my deepest gratitude to Almighty S.W.T for making it all possible. Alhamdulillah with his guidance and will, I was able to complete the study. Next I would like to personally acknowledge the following people for their valued help and contributions to the preparation of this report,

Academic Advisor, Puan Zanariah Bt Abdul Rahman, for her never ending support, guidance, patience, and irreplaceable time spent guiding me towards the completion of this report. Thank you for the time spent to advise me in writing my report.

My warmest appreciation and thanks go to Mr. Hairul Nizam Bin Suparman, my supervisor for cooperation and invaluable insights in relation to the relevant information gathered for this project paper. Not only that, a million thank you for Madam Julia Johar , and Ranhill SAJ teams for sharing their knowledge and experiences with me during the practical training.

My beloved family, friends and course mates, for their helpful suggestions, advices and moral support throughout the time of completing my industrial training and report paper.

Generally speaking, thank you to those who have helped me either directly or indirectly, throughout the completion of my industrial training and this report. It would not have been possible without them.

TABLE OF CONTENT

TOPIC	PAGE
ABSTRACT	i
ACKNOWLEDGEMENT	
TABLE OF CONTENT	
LIST OF TABLE	
LIST OF FIGURE	
CHAPTER ONE: INTRODUCTION	
1.1 Background of The Study	1
1.2 Problem Statement	2
1.3 Research Objective	3
1.4 Research Question	3
1.5 Significance of The Study	3
1.6 Scope and Limitation	4
1.6.1 Scope of study	4
1.6.2 Limitation of Study	4
1.7 Terms and Definition of the Study	4
1.7.1 Nature of work	4
1.7.2 Supervisor Support	4
1.7.3 Physical Work Environment	5
1.7.4 Working Hour	5
1.7.5 Job Aids	5
1.7.6 Ranhill SAJ	5

Abstract

Purpose of this study is to determine the effects of job satisfaction and job performance among the employees at Ranhill SAJ. Today the employees have their own right to remain stay in the organization or not based on their job performance. There are few factors that can effects job satisfaction and job performance in terms of employees, which are nature of work, supervisor support, physical work environment, working hour and job aids. These elements are important to increase the employee's job satisfaction. Reason for doing this research is too knows view of our respondents at Ranhill SAJ about which factors are that effects the most on job satisfaction and job performance. This survey was conducted to collect primary data which is researcher do a survey by questionnaire for employees in Ranhill SAJ. 30 respondents are involved to answer the questionnaire. The data was analysing using SPSS. Findings suggested that physical work environment and working hour has the positive relationship towards job satisfaction.

Keyword: Physical Work Environment, Working Hour, Job Satisfaction, Employees