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FACTORS THAT LEAD TO JOB SATISFACTION
AMONG FIRE FIGHTERS AT FIRE FIGHTER AND
RESCUE STATION SUNGAI PETANI KEDAH

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I have reviewed the final and complete research report and approved the submission of this report for evaluation.

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THE DECLARATION

DECLARATION

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

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Chapter 1

1.1 Introduction

This chapter focuses on the background of the study in determining the factors that influence job satisfaction among fire-fighters at Fire Fighters and Rescue Station at Sungai Petani, Kedah. The presentation of this chapter begins with the research background, followed by problem statement, research question, research objectives, scope of the study, significant of the study, the definition of the terms and concepts used in this study and lastly is conclusion.

1.2 Background of study

Job satisfaction comprises the feelings of personnel and their behavioural manifestation towards their job. A job is known to be an activity that involves emotion and expression on satisfaction. Such emotions and behavioural expressions are linked to the positive or negative feelings that a personnel experienced towards their work fulfilment in the organization. This emotions are affected by factors associated with the job. The job-related factors, according to Yilmazel (2013), relate to wages, type of benefits, recognition working conditions, relationship with colleagues and supervisors.

Factors like management style, work culture, teamwork, and motivation also have an effect on job satisfaction. Concerning research conducted by Abdul Kadar, Abdul Kalam, Hoque, Loo-See, Wanke and Arslan (2015), found that among the selected face of job satisfaction, employees reported a high level of satisfaction with the work environment, supervisor support and co-worker. They also documented a low level of satisfaction with contingent reward, wages, and fringe benefits. Job satisfaction has a moderate relationship in determining factors such as uncertainty of function, recognition encouragement from managers and cooperation with co-workers.