

RELATIONSHIP BETWEEN WORKING ENVIRONMENT
AND JOB SATISFACTION AMONG EMPLOYEES AT
KUCHING IMMIGRATION DEPARTMENT SARAWAK
MALAYSIA

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ABSTRACT

Working environment and job satisfaction are one of the topics that had been researched since the introduction of motivational theories. The purpose of this study was to investigate the correlation between working hours, workplace relationship, esteem needs and job satisfaction. Besides, for this study, the convenience sampling technique was used to investigate the issue. The data was collected from survey questionnaire and there were 85 valid questionnaires analyzed in this study. The questionnaire is adapted from previous survey which is from Abdul Raziq and Raheela Maulabakhsh (2015). The findings indicated positive, strong and significant correlation between workplace relationship and job satisfaction ($r = 0.583^{**}$, $P < 0.01$) while the correlation between esteem needs and job satisfaction was positive, medium and significant ($r = 0.416^{**}$, $P < 0.01$). On the other hand, the correlation between working hours and job satisfaction was positive, low and insignificant ($r = 0.111$, $P > 0.01$). These findings indicated that having good relationships with colleagues can affect the level of employees' job satisfaction. The findings will help to provide additional information for the future researcher and employees. The researcher can try different setting of the study such as the scope of target respondent. The organization also can conduct a frequent meeting that involves all employees to voice out their ideas and gives an opportunity to communicate with the management. Although this study is a replication from previous studies, it presented different findings from the perspective of government servants at the Kuching Immigration Department Sarawak Malaysia which is valuable to the existing body of knowledge.

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CHAPTER 1

INTRODUCTION

This chapter introduces the overall picture of the study. This chapter discusses the background of the study, the statement of problem, research objectives and research questions, the significances and limitations of the study and the definition of terms are briefly described. This chapter was expected to answer why this research had managed based on the following subject and the importance of findings to the relevant parties whereas the researcher was study about the relationship between working environment and job satisfaction among employees at Kuching Immigration Department Sarawak Malaysia.

Background of the Study

Nowadays, many organizations face several challenges due to the vital nature of the environment. One of the challenges that the organization faced were to make employees were satisfied with their jobs in order to get by with the ever changed and developed environment in order to achieve success and remain in competition (Raziq, 2015). The purpose of improving the working environment was to ensure that all workers feel comfortable in their organizations are motivated to be more productive and creative (Gorny, 2015).