



BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA (UiTM) SARAWAK

THE RELATIONSHIP BETWEEN WORKING ENVIRONMENT AND JOB SATISFACTION
AMONG EMPLOYEES AT SACOFA SDN. BHD.

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AUTHOR'S DECLARATION



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“DECLARATION OF ORIGINAL WORK”

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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ABSTRACT

Working environment is one of the important factors determining the employees' job satisfaction. There are many elements in the working environment but in this study, the researchers investigated working hour, relationship with co-workers and esteem needs. Rigid working hours affected employees' freedom to do their job, negative relationship in the organization caused toxic environment and low esteem needs restricts employees' skill development. However, previous studies found less conclusive evidence on the three variables to employees' job satisfaction. Hence, the purpose of this paper is to investigate the relationship of working environment (working hour, relationship with co-workers and esteem needs) and job satisfaction among employees at SACOFA Sdn. Bhd. The study is a correlation research design which applies a quantitative research approach. 80 questionnaires have been distributed to the employees of SACOFA Sdn. Bhd. The result indicated positive, strong and significant correlation between the relationship with co-workers and esteem needs and job satisfaction, meanwhile the correlation between working hour and job satisfaction was positive, low and insignificant. The study concluded that the organization itself should always satisfy the basic needs of their employees, recognizing their needs for achievement and creating positive atmosphere in the organization through constructive criticism and empowerment. This study may benefit society by contributing to the existing knowledge and providing some insights for the organization to give better services to its employees so that they in return will be more productive to achieve the organizations' goals.

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CHAPTER 1

INTRODUCTION

This chapter deliberates the background of the variables chosen for this study. This chapter discusses the background of the study and problem statement. The research objective and research questions have also been discussed and stated clearly in this chapter. Besides, the significance of the study, limitation of the study and definition of term are also included in this chapter.

Background of the Study

Many organizations faced several challenges due to the vital nature of the environment these days. One of the challenges that the organization faced was to make employees satisfied with their jobs in order to get by with the ever changing and developing environment in order to achieve success and remain in competition (Raziq, 2015). Gorny (2015) stated the purpose to improve the working environment is to ensure that all workers feel comfortable in their organizations and are stimulated to be more productive and creative. Working environment involves social relation at workplace and also maintains the relationship between co-workers. It is described that the neighbor circumstances in which employees were working together in the organizations (Jain, 2014).

Maryam (2017) stated that efficiency and effort influenced to more and better work efficiency according to the needs of employees and needs to create satisfaction and enhance