

THE RELATIONSHIP BETWEEN EMPLOYEES' EMPOWERMENT
AND JOB SATISFACTION IN THE SARAWAK ENERGY SDN. BHD.,
KUCHING

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- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

Based on its title, this research paper is focused on “The Relationship between Employees’ Empowerment and Job Satisfaction”. The main purposes of this study are to determine which dimension of the psychological empowerment that has the highest relationship towards job satisfaction in Sarawak Energy Sdn. Bhd., Kuching. Descriptive statistic and correlation approach were carried out by using psychological empowerment and job satisfaction questionnaire. Reliability and validity of psychological empowerment and job satisfaction were established. The respondents of this study were employees of Sarawak Energy Sdn. Bhd., Kuching which 70 of them chosen to answered the questionnaire. The finding indicated that competence dimension of psychological empowerment shows highest descriptive statistic for employee empowerment on job satisfaction and meaning dimension of psychological empowerment shown the highest Pearson correlation between employees’ empowerment and job satisfaction in Sarawak Energy Sdn. Bhd. In conclusion, employees’ empowerment has significant relationship with job satisfaction. Thus, this study should be extended for other government and private organizations in Kuching, Sarawak.

TABLE OF CONTENTS

	Page
AUTHOR'S DECLARATION.....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES.....	viii
LIST OF FIGURES.....	ix
APPENDICES.....	x
CHAPTER 1	
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	3
Research Objectives.....	4
Research Questions.....	4
Significance of the Study.....	4
Limitations of the Study.....	5
Definition of Terms.....	6
CHAPTER 2	
LITERATURE REVIEW.....	8
Definition.....	8
Research Hypothesis.....	12
CHAPTER 3	
METHODOLOGY.....	15
Research Design.....	15

CHAPTER 1

INTRODUCTION

This study focus on several aspects, such as the background of the study, statement of the problem, research objectives, research questions, significance of the study, limitations of the study and definition of terms.

Background of the Study

Empowerment is an ever evolving concept which can be interpreted and applied in many different ways depending on the players involved, the corporate culture in place and the overall context of the situation unfolding. According to Hales and Klidas (1998), “empowerment as sharing knowledge, information and power with subordinates”. Cunningham, Hyman and Baldry (1996), asserts that the power to make a decision in a manner that will cover employees without the power to make decisions.

Employee empowerment is seen as one of the significant management techniques in dealing with the modern global business management (Foy, 1994), and often discussed as a new managerial approach among business leaders (Conger & Kanungo, 1998; Kanter, 1983). On the other hand, despite a common frame being formed, there is no fully agreed definition of empowerment (Peccei & Rosenthal, 2001; Wilkinson, 1998).