



**BACHELOR IN OFFICE SYSTEMS
MANAGEMENT (HONS.)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
(SARAWAK)**

**THE RELATIONSHIP BETWEEN WORKING
ENVIRONMENT AND JOB SATISFACTION AMONG
ALL STAFF AT JABATAN KASTAM DIRAJA
MALAYSIA PETRA JAYA, KUCHING**

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“AUTHOR’S DECLARATION OF ORIGINAL WORK”

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- 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.
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ABSTRACT

The aim of this study is to conduct a relationship between working environment and job satisfaction among all staff at Jabatan Kastam Diraja Malaysia Petra Jaya, Kuching. In this study, the data was collected by distributing questionnaires to 80 respondents at Jabatan Kastam Diraja Malaysia Petra Jaya, Kuching. There are four factors that contributed to this study which are working conditions (working hours, job safety and job security), relationship with co-workers, top management and esteem needs and lastly is job satisfaction.

The method used for this study is by using questionnaire to be distributed to all the respondents at Jabatan Kastam Diraja Malaysia Petra Jaya, Kuching. Therefore, Statistical Packages for the Social Science (SPSS) version 23.0 was used by the researcher to analyze the data collected.

The findings in this study show that there are relationship between working environment and job satisfaction among all staff at Jabatan Kastam Diraja Malaysia Petra Jaya, Kuching. The most significant relationship is the relationship with co-workers and job satisfaction. The result shows that the correlation between relationship with co-workers and job satisfaction is .829**. Therefore, the staffs at Jabatan Kastam Diraja Malaysia Petra Jaya, Kuching have a good relationship among them at the organization.

In addition, the researcher should widen up the scope of the respondents in the organization in order to collect more data to get a better result.

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CHAPTER 1

INTRODUCTION

Background of the Study

Organizations are facing several challenges due to the dynamic nature of the environment. One of the many challenges for a business is to satisfy its employees in order to cope up with the ever changing and evolving environment and to achieve success and remain in competition. In order to increase efficiency, effectiveness, productivity and job commitment of staffs, the business must satisfy the needs of its staffs by providing good working conditions, (Abdul R., Raheela M., 2015)

A working environment is a place where staffs perform their activities, where it can bring positive and negative effects for the staffs to achieve their results. A conducive working environment will give a good impact on the continuity of the employment, while a less conducive working environment will bring a negative impact on the continuity of its employment (Suharno P., Purwanto KS., and Rachmad G., 2016).

Uncomfortable working environment such as messy environment will cause more errors to perform the job. According to Ricardo M., Jose RH., Carmen J., Szabolcs B. (2013), people with high conscientiousness commit more errors in a messy environment than in a tidy environment. Therefore, a messy environment is detrimental for the accuracy of conscientious people. A possible explanation for this might be that conscientious people and a tidy working environment fit well, for