

THE RELATIONSHIP BETWEEN PERFORMANCE IMPROVEMENT AND
JOB SATISFACTION AMONG OFFICE SUPPORT STAFF AT RISDA IN
KUCHING, SARAWAK

Prepared for:
DR HAJAH NORLINA MOHAMED NOOR

Prepared by:
NUR NAHDATUL NADIA BINTI RELY
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SAMARAHAN)
FACULTY OF BUSINESS MANAGEMENT

JANUARY 2017



BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

FACULTY OF BUSINESS MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, NUR NAHDATUL NADIA BT RELY, (I/C: 931223-13-6104)

Hereby, declares 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.

Signature:.....

Date:.....

TABLE OF CONTENTS

AUTHOR'S DECLARATION.....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES.....	viii
LIST OF FIGURES.....	ix
LIST OF APPENDICES.....	x
CHAPTER 1.....	1
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	3
Research Objectives.....	4
Research Questions.....	4
Significance of the Study.....	5
Limitations of the Study.....	6
Definition of Terms.....	6
Chapter Summary.....	7
CHAPTER 2.....	8
LITERATURE REVIEW.....	8
Introduction.....	8
Behaviour Engineering Model (BEM).....	8

ABSTRACT

Performance improvement plays an essential role in addressing the issue of job satisfaction among employees. The Behaviour Engineering Model (Gilbert, 1978), comprises six conditions of behaviour, namely data, instruments, incentives, knowledge, capacity, and motives, were used to examine the relationship between performance improvement and job satisfaction among office support staff at RISDA in Kuching, Sarawak. The aim of this study was to determine the level of importance of environmental and human behaviour factors towards job satisfaction among the office support staff. Subsequent to this, relationship between environmental and human behaviour factors towards job satisfaction among office support staff at RISDA in Kuching, Sarawak was investigated. This was accomplished through quantitative method of data collection namely questionnaire. The findings of study revealed that data, instruments, incentives, knowledge, capacity and motives were very important factors that can raise the level of job satisfaction among office support staff at RISDA. The correlation analysis revealed that environmental factors have a significant relationship towards job satisfaction. Meanwhile, human behaviour factors show that there was no relationship associated with job satisfaction. The findings of this study provide a guideline or reference to the management in managing and satisfying the employees in terms of performance improvement.

CHAPTER 1

INTRODUCTION

Chapter one consists of background of the study which explains about the variables that were used for this research. It follows with the problem statement, research objectives, research questions, significance and limitation of the study and ends up with the definition of the terms.

Background of the Study

The improvement of employee's performance, benefits from a clear understanding on the factors that causes actual results. Some of the organizations are very particular in addressing the issues of employees' satisfaction by implementing a specific intervention, such as training (Enkuzena, 2011). Performance improvement plays an essential role in addressing the issue of job satisfaction among employees. Environmental and human behaviour factors are regarded as cost effective ways to enhance job satisfaction among employees (Gilbert, 1978). According to Gilbert (1978), satisfaction can be improved through two factors namely, environmental and human behaviour factors. Additionally, each factor consists of three conditions of behaviour components. For environmental factor, the three components are data, instruments and incentives. Data emphasizes on frequent feedback through performance appraisal which has a positive impact towards job satisfaction among