

THE RELATIONSHIP BETWEEN MOTIVATION IN THE WORKING
ENVIRONMENT AND THE JOB SATISFACTION AMONG THE SUPPORT
STAFF IN UNIVERSITI MALAYSIA SARAWAK (UNIMAS)

Prepared for:
DR. HAJAH NORLINA BINTI MOHAMED NOOR
(SUPERVISOR)
MADAM AIZA BINTI JOHARI
(CO-SUPERVISOR)

Prepared by:
NUR FATIHAH AJMAL BINTI MAJIDI (2015511665)
BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

DECEMBER 2018



BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

FACULTY OF BUSINESS AND MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, NUR FATIHAH AJMAL BINTI MAJIDI (2015511665)

Hereby, declaration that:

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

Signature:

Date:

ABSTRACT

Job satisfaction refers to the employee's emotions whether they feel satisfied or dissatisfied towards their job. According to Armstrong (2006), job satisfaction refers to the employee's attitude and feeling that they have about their work. Motivation and job satisfaction of the employees will increase by having a conducive working environment. Maslow Hierarchy of Needs Theory (1954) is comprised of five level of needs, all levels of needs and for this research were used to examine the relationship between motivation on working environment and job satisfaction among the support staff in Universiti Malaysia Sarawak (UNIMAS). Subsequent to this, the relationship between motivation on working environment and job satisfaction among support staff in Universiti Malaysia Sarawak (UNIMAS) was investigated. This is accomplished through quantitative method of data collection which is questionnaire. Based on the findings, the results showed, positive, strong and significant relationships between physiological needs, security needs, social needs and self-esteem need towards job satisfaction. However, the relationship between self-actualization needs showed positive, moderate and significant towards job satisfaction. Moreover, as for conclusion, self-esteem need has the strongest, positive and highest significant relationship with job satisfaction because most of the respondents believed strongly with themselves. Finally, it is recommended for employers to set goal for their employees and encouraged the employees involved in decision making and generate idea.

TABLE OF CONTENTS

AUTHOR’S DECLARATION	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	vii
LIST OF FIGURES	viii
LIST OF APPENDICES	ix
CHAPTER 1	1
INTRODUCTION	1
Background of the Study	1
Statement of the Problem	4
Research Objective	4
Research Questions	5
Significance of the Study	6
Limitations of the Study	7
Definition of Terms	7
CHAPTER 2	9
LITERATURE REVIEW	9
Introduction	9
Job Satisfaction	9
Hierarchy of Needs Theory	10
Physiological Needs	10
Security Needs	12
Social Needs	13
Self-esteem Needs	13
Self-actualization Needs	14
Research Framework	15

CHAPTER 1

INTRODUCTION

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

Background of the Study

Today, the implementation of job satisfaction is important for most organizations, either public or private. Job satisfaction is defined by Armstrong (2006) as the attitude and feelings that are felt by coming to work early, not delaying their task and enjoying their job. Positive and favourable attitudes towards the job indicate job satisfaction. The study conducted by Spector (1997) listed three important features of job satisfaction. First, organization should be guided by human values. Such organization oriented towards treating the workers fairly and with respect. In such cases, the assessment of job satisfaction may serve as a good indicator of employee effectiveness. High levels of job satisfaction may be signs of a good emotional and mental state of employees. Second, the behaviours of workers depend on their level of job satisfaction which will affect the function and activities of the organizations