

THE RELATIONSHIP BETWEEN NON-FINANCIAL
REWARDS (JOB ENRICHMENT AND EMPLOYEE
RECOGNITION) AND JOB SATISFACTION AMONG
SUPPORT STAFF AT JABATAN ALAM SEKITAR
SARAWAK

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ABSTRACT

This study was conducted at Jabatan Alam Sekitar Sarawak. Jabatan Alam Sekitar Sarawak is one of the government sector is located in Kuching. The purpose of this study was to find out the relationship between non-financial rewards and job satisfaction among support staff at Jabatan Alam Sekitar Sarawak. There are two aspect of non-financial rewards which are job enrichment and recognition toward job satisfaction. The main instrument used for this study was the questionnaire that consisted by three sections. The questionnaire was distributed to 100 participants. However, only 90 questionnaire that return back. That means from 100 participants only 90 participants respond to the questionnaires which it is equivalent 90.0%. The sampling technique for this research is convenient sampling. Which is this sampling the probability of selecting individuals is unknown. The result of this study was analysed by using Statistical Package for Social Science version 22 (SPSS). Based on the results, both of the independent variables, Recognition and Job Enrichment have positive relationship with Job Satisfaction. Recognition shows a very significant, strong positive relationship toward Job Satisfaction with ($r=.552^{**}$). Meanwhile, the result revealed that Job Enrichment also shows very significant, moderate positive relationship towards Job Satisfaction with results ($r=.661^{**}$). Thus, it is proven that support staff at Jabatan Alam Sekitar Sarawak are accepted the Recognition and Job Satisfaction can effected their Job Satisfaction.

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CHAPTER 1

INTRODUCTION

Background of the study

Rewards are very important in every organization in order to satisfy the employees who work so hard to achieve the company's goals. Every employee demands for rewards for their own satisfaction. Reward is known as something that employee received which is given by the organization as a response for a success or achievement (Zeb, Rehman, 2014). This shows that rewards have greater impact for the employees which can measure their level of satisfaction after receiving the rewards from the employers. Reward can be grouped into financial and non-financial reward. Normally reward is given after the employees achieve the project goals so that the employees will be more motivated and appreciated. Rewards are positive outcomes that are earned as a result of an employee's performance. Non-financial rewards are considered as non-monetary rewards where employees are given rewards like recognition and job enrichment. According to Tausif M (2012) level of satisfaction and motivation in job is increased when they are given the non-monetary rewards. It has been described that non-monetary rewards are significant in improving the employees' satisfaction in a result of increasing in work productivity as well as sustaining competitive advantage.

There are several factors of job satisfaction which are achievement, recognition, responsibility and advancement that is related to intrinsic motivation.