

**THE RELATIONSHIP BETWEEN NON-FINANCIAL
REWARDS AND JOB SATISFACTION AMONG SUPPORT
STAFF AT SARAWAK SKILLS DEVELOPMENT CENTRE
(SSDC)**

**PREPARED FOR:
MADAM SINITER SABA
MADAM CH'NG LOOI CHIN**

**PREPARED BY:
RUHIL IZZATI BINTI RUSHDI
BACHELOR OF OFFICE SYSTEMS MANAGEMENT
(HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT**

JUNE 2018



BACHELOR OF OFFICE SYSTEMS MANAGEMENT (Hons.)
FACULTY OF BUSINESS AND MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, RUHIL IZZATI BINTI RUSHDI

(960222-24-5394)

Hereby, declare 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: Ruhil Izzati Binti Rushdi

Date: 8 June 2018

ABSTRACT

This research paper is conducted on the title of The Relationship between Non-financial Rewards and Job Satisfaction among the support staff in Sarawak Skills Development Centre (SSDC). This study was done to measure the level of satisfaction among the 81 support staff at SSDC on their acceptance of non-financial rewards. The current research is to explore non-financial rewards affect the level of job satisfaction in Sarawak Skills Development Centre (SSDC). Non-financial rewards are precisely focused on Job Enrichment and Employees' Recognition as the independent variables with the dependent variable, Job Satisfaction. The research was done by including all the support staff in SSDC as participants who answered the questionnaires that were distributed to them. The findings revealed that Employees' Recognition and Job Enrichment have positive relationship with Job Satisfaction, $r=0.317$ and $r=0.394$ respectively because SSDC always reward their employees for instance, the best support staff award and the best instructor award. There were 81 questionnaires were collected with total of 81% or survey rate responses. In conclusion, non-financial rewards affected their level of Job Satisfaction among the support staff at Sarawak Skills Development Centre (SSDC). For future research improvement, researcher are recommended to distribute the questionnaire to the public sector in order to measure their level of job satisfaction towards non-financial rewards and enlarge the scope of non-financial rewards.

Table of Contents

“DECLARATION OF ORIGINAL WORK”	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
Table of Contents	v
List of Tables.....	vii
List of Figure.....	viii
CHAPTER 1	1
INTRODUCTION.....	1
Background of the study	1
Statement of the problem.....	3
Research Objective	4
Research Questions.....	4
Significant of study.....	5
Limitation of the Study.....	6
Definition of term	7
.....	8
CHAPTER 2	8
LITERATURE REVIEW.....	8
Conceptual framework	12
.....	13
CHAPTER 3	13
INTRODUCTION.....	13
Research Design	13
Sampling Frame.....	14
Population.....	14
Sampling Techniques	14
Sample Size	14
Unit of Analysis.....	15
Data Collection Procedure.....	15
Instrument.....	15
Validity of Instrument	16
Data Analysis.....	17

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 (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.