

**THE RELATIONSHIP BETWEEN NON-FINANCIAL REWARDS AND JOB
SATISFACTION AMONG SUPPORT STAFF AT JABATAN LAUT
MALAYSIA WILAYAH SARAWAK (JLMWSK)**

**Supervisor: MADAM SINITER SABA
Co Supervisor: MADAM CH'NG LOOI CHIN**

**PREPARED BY:
MOHD SYAFIQ BIN SAPAWI
DEGREE IN 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**

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I, MOHD SYAFIQ BIN SAPAWI

(951203-13-5049)

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ABSTRACT

The main purpose of this study is to identify is there any relationship between non-financial reward and job satisfaction. The study is conducted at Jabatan Laut Malaysia Wilayah Sarawak (JLMWSK) where 88 participants responded to the questionnaire. The result of this study found that, there is positive, significant and moderate relationship between job enrichment and job satisfaction ($r=.377$). There was difference relationship shown by recognition and job satisfaction where there is positive, significant and strong relationship between those variables ($r=.614$). As a result, it was found that support staff at JLMWSK preferred recognition than job enrichment where it satisfies them more to perform better. Therefore, the researcher recommended that the organization must implement job enrichment to the support staff to make them familiar with it and there is a chance to satisfy them with job enrichment.

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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 et al., 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.