

THE RELATIONSHIP BETWEEN MOTIVATION IN THE WORKING ENVIRONMENT
AND THE JOB SATISFACTION AMONG THE SUPPORT STAFF AT INSTITUSI
PENDIDIKAN GURU TUN ABDUL RAZAK CAMPUS

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“DECLARATION OF ORIGINAL WORK”

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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.
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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) which comprised of five levels of needs, all levels of needs have been used to examine the relationship between motivation on working environment and job satisfaction among the support staff in Institusi Pendidikan Guru Tun Abdul Razak Campus. To answer this study, 100 questionnaires had been distributed to the employees at Institusi Pendidikan Guru Tun Abdul Razak Campus. Only 85 respondents in Institusi Pendidikan Guru Tun Abdul Razak Campus answered the questionnaires. The data were analysed using Statistical Package Social Science (SPSS). Moreover, the finding showed the variable in Maslow Hierarchy of Needs Theory (1954) which are physiological needs, security needs, social needs, and self-actualization needs have positive, significant and low correlation with job satisfaction while for self-esteem needs which it has positive significance and moderate correlation with the job satisfaction. Furthermore, this study also discussed the conclusion based on each research question and recommendations for organization, employees and future research.

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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 objective and research questions have also been discussed and stated clearly in this chapter. Besides, the significance of the study, limitation of the study and definition of terms also are 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 as defined by Armstrong (2006) is 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) lists three important features of job satisfaction. First, organization should be guided by human values. Such organization will be 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 business. From this, it can be concluded that job satisfaction will