

THE RELATIONSHIP BETWEEN MOTIVATION IN THE WORKING
ENVIRONMENT AND THE JOB SATISFACTION AMONG THE SUPPORT
STAFF IN SHOREFIELD SDN. BHD.

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AUTHOR'S DECLARATION



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“DECLARATION OF ORIGINAL WORK”

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- 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

The purpose of this study was to examine the relationship between motivation in the working environment and job satisfaction among the support staff in Shorefield Sdn. Bhd. The research method used for this study is quantitative by having 100 respondents to participate in answering the questionnaires. Convenience sampling technique was used in this study. From 100 questionnaires that have been distributed only 80 respondents returned and were considered usable questionnaires. This finding shows that the relationship between all the variables is positive and significance relation with job satisfaction. Furthermore, Physiological Needs, Social Needs and Self-Esteem Needs demonstrated a strong, positive and significance relationship towards job satisfaction. Whereby, Security Needs and Self-Actualization Needs show moderate, positive and significance relationship towards job satisfaction. As a conclusion, all the independent variables which are physiological needs, security needs, social needs, self-esteem needs and self-actualization needs have the relationship with job satisfaction. The recommendation for this study is the organization must create employee engagement, build trust between employee and employers and organization must look up on the needs of their staff regarding office equipment and working space. The employee should attend the training conducted by organization to increase their knowledge and practice working in a team. Future researcher can conduct the study by using different variables with different theory and, not to focus on private sector to get different results.

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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 objectives 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 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 as defined by Armstrong (2006) was 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