



**BACHELOR IN OFFICE SYSTEMS
MANAGEMENT (HONS.)
FACULTY OF BUSINESS MANAGEMENT
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(SARAWAK)**

**THE RELATIONSHIP BETWEEN WORKING
ENVIRONMENT AND JOB SATISFACTION AMONG
NON-EXECUTIVE EMPLOYEES AT PUSAT
PEMBANGUNAN KEMAHIRAN SARAWAK (PPKS),
KUCHING**

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“AUTHOR’S DECLARATION OF ORIGINAL WORK”

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ABSTRACT

The aim of this research paper is to empirically test the relationship between working environment (working conditions, relationship with co-workers, and top management and esteem needs) towards job satisfaction. This study included 80 employees of Pusat Pembangunan Kemahiran Sarawak (PPKS), Kuching, as the respondents survey.

In order to analyze the data collected from the employees working in Pusat Pembangunan Kemahiran Sarawak (PPKS), Kuching, questionnaires and correlation statistical analysis have been used in this study. The data collection method used was questionnaire that involved 80 non-executive employees of Pusat Pembangunan Kemahiran Sarawak (PPKS), Kuching.

All of the three working environment factors (working conditions, relationship with co-workers, and top management and esteem needs) have a strong, significant and positive influence on job satisfaction. However, relationship with co-workers has the largest influence on job satisfaction, meaning that the non-executive employees at Pusat Pembangunan Kemahiran Sarawak (PPKS), Kuching, have a very good relationship with their co-workers.

Hence, future researchers should widen up the scope of respondents, use different data collection method and change or increase the population. They should also be conducted in different organizations and different sectors in the future.

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CHAPTER 1

INTRODUCTION

Background of the Study

Organizations are facing several challenges due to the dynamic nature of the environment. One of the many challenges for a business is to satisfy its employees in order to cope up with the ever changing and evolving environment and to achieve success and remain in competition. In order to increase efficiency, effectiveness, productivity and job commitment of employees, the business must satisfy the needs of its employees by providing good working conditions, (Abdul R., Raheela M., 2015).

A working environment is a place where employees perform their activities, where it can bring positive and negative effects for the employees to achieve their results. A conducive working environment will give a good impact on the continuity of the employment, while a less conducive working environment will bring a negative impact on the continuity of its employment, (Suharno P., Purwanto KS., and Rachmad G., 2016).

Uncomfortable working environment such as messy environment will cause more errors to perform the job. According to Ricardo M., Jose RH., Carmen J., Szabolcs B. (2013), people with high conscientiousness commit more errors in a messy environment than in a tidy environment. Therefore, a messy environment is detrimental for the accuracy of conscientious people. A possible explanation for this might be that