

THE RELATIONSHIP BETWEEN WORKING ENVIRONMENT
AND JOB SATISFACTION AMONG PUBLIC SECTOR
EMPLOYEES AT HUMAN RIGHTS COMMISSION OF
MALAYSIA (SUHAKAM) EMPLOYEES IN KUALA LUMPUR

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AUTHORS DECLARATION



DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

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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.*
- *All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.*

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ABSTRACT

The purpose of this paper is to identify the relationship between working environment and job satisfaction and target population is among public sector employees at Human Rights Commission of Malaysia (SUHAKAM) in Kuala Lumpur. The questionnaire is adapted from Raziq & Maulabakhsh (2015). A questionnaire survey was distributed to all 81 public sector employees at Human Rights Commission of Malaysia (SUHAKAM) in Kuala Lumpur as the sample of this survey. The outcome of this study demonstrates that every variable of working environment which is Top Management and Esteem Needs, Job Safety, Security and Working Hours and Relationship with Co-workers has positive correlation significant with Job Satisfaction. This paper also presents limitations and directions for further research.

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CHAPTER 1

INTRODUCTION

This chapter provides the introduction to this study. It discusses the background of the study and underlies the problems regarding the variables, research objectives and the significance and limitation of the study. The definition of terms also will be provided at the end of this chapter.

Background of Study

Malaysia is progressing significantly towards its aim of becoming a developed nation by 2020. While this is so, we are still struggling with issues and questions how we are going to get there. Whether or not it can be achieved largely depends on the readiness of our workforce.

Moving forward, the government has developed a transformation agenda based on eight main thrusts that incorporate four pillars. The four main pillars are the 1 Malaysia concept: “People First, Performance Now”, the Government Transformation Programme (GTP), the New Economy Model (NEM) and the 11th Malaysia Plan (11MP) (Badariah Ab Rahman, Dzuriah Ibrahim, & Rosazman Hussin, 2016).

In coming up with the Transformation Program, the government has clearly shown that social economic development policy has a significant role to play in the development of Malaysia. Under the Program, the public sector facilitates, and the