

THE RELATIONSHIP BETWEEN MOTIVATION ON WORKING ENVIRONMENT
AND JOB SATISFACTION AMONG SUPPORT STAFF AT PUBLIC SECTOR

Prepared for:

DR. HAJAH NORLINA BINTI MOHAMED NOOR
MADAM AIZABINTI JOHARI

Prepared by:

ALYA DAYANA BINTI ROSLAN
HAMIZAH BINTI MOHAMAD WELMAN
NUR FATIHAH AJMAL BINTI MAJIDI
NURDIANA BINTI IBRAHIM
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

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CHAPTER 1

INTRODUCTION

This chapter deliberates the background of the variables chosen for this study. This chapter 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 term 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. Another term for job satisfaction as defined by Armstrong (2006) is the attitude and feeling's that 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 conduct by Spector (1997) lists three important features of job satisfaction. First, organizational should be guided by human values. Such organizational 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

CHAPTER 2

LITERATURE REVIEW

Introduction

This chapter will explain the independent and dependent variables. There are five independent variables in this study which consist of physiological needs, security needs, security needs, social needs, self-esteem needs, and self-actualization needs based on Hierarchy of Needs Theory Maslow (1954) while for the dependent variable for this study is job satisfaction.

Job Satisfaction

According to Locke (1969), Range of Affect Theory is arguably the most well-known job satisfaction model. The main principle of this theory is that satisfaction is determined by a discrepancy between what one wants in a job and what one has in a job. Further, the theory stated that how much one valued given facet of work, for example the degree of autonomy in a position, regulates how satisfied or dissatisfied one becomes when expectations are or aren't met. When a person valued a particular facet of a job, his satisfaction can greatly impacted positively when expectations are met and negatively when expectations are not met, compared to one who doesn't value the facet.

A study done by Bonenberger (2014) indicated that effective top management can improve level of employees motivation and job satisfaction based on the top

CHAPTER 3

METHODOLOGY

Introduction

This chapter discusses the methodology used in this study. The purpose of the study is to determine the relationship between motivation and job satisfaction among support staff in public sector. This methodology clarified the research design, the sampling frame, population, sampling technique, sampling size, unit of analysis, data collection procedures, describing on the instrument used for data collecting, elaborating on the process of validating the instrument and ended with the plan for analysis.

Research Design

A research design is referred to the plan or strategy of shaping the research (Henn, Weinstein, & Foard, 2005). Research design also refers to the entire process of research from conceptualising a problem to writing research questions and how on to data collection, analysis, interpretation, and report writing (Creswell, 2007).

From this study, the chosen research method is correlational research. Correlational research provides the suggestions as on how the variables were related to one another. This study is conducted to investigate the relationship between motivation and job satisfaction towards support staff in public sector.