



THE RELATIONSHIP OF WORK ENVIRONMENT FACTORS TOWARD JOB  
SATISFACTION IN TELEKOM MALAYSIA BERHAD (TM) KEDAH/PERLIS.

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## **Abstract**

The aim of this study is to measure the relationship of work environment factors toward job satisfaction among employees in the private sector. Also, it is to know whether work environment factors may result in low or high job satisfaction among those employees. This study compresses on the factors of work environment such as supervision, nature of work, and recognition. The item being used, measures, and other methods used to determine the sample size were stated in this section. For this research, 80 questionnaires were distributed to the employees as the respondents in the company. The respondents are ranged in between 18-50 years old and above. The respondents are among managers and supporting staffs. From the results in findings, those work environments factors do give impact on employees' job satisfaction. Also, there is a positive relationship between work environment factors toward job satisfaction among employees in the company. In summary, the nature of work has strongest relationship or contributed the most toward job satisfaction. The employees in the company feel that their self-motivation itself contributed to the job satisfaction. Also, it is important to identify the areas of workers' concern in order to make any improvement need to ensure their job satisfaction.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter discusses about the preliminary aspects of the study. This chapter consists of eight main sections which will be further discussed by the researcher. The first section is the background of the study, followed by the statement of the problem, next is research objectives and research questions. Section five of this chapter will further explain about the significance of the study, then section six presents about the limitations of the study. Section seven describes the definition of terms. Lastly, section eight will discuss merely about the summary of the chapter.

#### **Background of the Study**

Every organization is totally committed in ensuring job satisfaction among their staff. It is important for employers to develop employment factors which will lead to employees' commitment and avoid job dissatisfaction. Job dissatisfaction has been confirmed to become a solid and reliable judge of intention for employees to leave and turnover (Hellman, 1997).

Job satisfaction is crucial in attracting and retaining qualified staff in the organization. According to Locke (1983), job satisfaction can be defined as a pleasant, positive emotional state that has resulted from the job experiences. It was