

**THE RELATIONSHIP OF WORK ENVIRONMENT FACTORS TOWARD JOB  
SATISFACTION IN PUBLIC SECTOR**

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## **ABSTRACT**

This study intended to measure the relationship between work environment factors and job satisfaction. The study has also sought to know whether work environment factors can result in low or high job satisfaction among those employees. Elements such as supervision, nature of work and recognition at the workplace are taken into account as they are always reported as affecting on employees' job satisfaction. Past researches were put into the literature review section as guidelines in this study. The next section would be the research methodology. The item being used, measures, and other methods used to determine the sample size were stated in this section. 85 employees from a public sector in Kedah were selected as respondents. Those respondents age between 18 to 58 years old. The majority of the respondents are female employees which holds 62.3% of the population. Findings indicate that those work environments factors do give impact on employees' job satisfaction. A good working environment ensures a high job satisfaction among employees. In summary, it is clear that the research results are reinforced by what is often being reported regarding the elements that influence or govern the job satisfaction among employees in the public sector. It is crucial 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. It 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 problems. The next section would be research objectives and research questions. Section five of this chapter will further explain about the significance of the study, then section six presents the limitations of the study. On the other hand, section seven describes and explains the definition of terms. The last section which is section eight, will discuss merely about the summary of the chapter.

#### **Background of 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 a pleasant