

THE RELATIONSHIP BETWEEN WORKLOAD AND JOB
SATISFACTION AT FEDERAL AGRICULTURE MARKETING
AUTHORITY (FAMA) PERAK STATE

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ABSTRACT

This research is undertaken to find out the determinants of job satisfaction towards employees in performing their work at Federal Agriculture Marketing Authority (FAMA). It focuses on two factors that could contribute to job satisfaction. The factors include work-life balance and work stress. The findings of this study might be useful for future reference and helps in establishing an approach to the problems.

In order to understand the relationship between work-life balance and work stress towards job satisfaction, questionnaires were distributed to the company to measure factors that contribute to job satisfaction.

Model of the conceptual framework is developed to discover the relationship between variables in the study. For this purpose, Statistical Package for Social Science (SPSS) is used. Based on the finding, the relationship between those variables is discovered. At the end of the report, there are some recommendations suggested by the researcher and conclusion on the overall analysis.

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In the name of Allah the most benevolent and most merciful. All praises to Allah, God of the universe and Peace be upon His Messenger

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CHAPTER 1

INTRODUCTION

Background of the Study

This study will examine factors affecting job satisfaction among employees at Federal Agriculture Marketing Authority (FAMA) Perak State. Job satisfaction was one of the important aspects in working life. According to Thorndike and Barnhart (1979) as cited by (Glinow, 2009), it is the “fulfilment of conditions or desires”. Therefore, one would expect a person is satisfied when his or her expectations or desires have been met. According (Locke, 1976), “job satisfaction may be defined as pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences”.

From Lofquist and Dawis (1969) that cited by (Glinow, 2009), they defined “satisfaction as “an individual’s positive effective evaluation of the target environment, the result of an individual’s requirement being fulfilled by the target environment, a pleasant affective state, the individual’s appraisal of the extent to which his or her requirements are fulfilled by the environment”. Both definitions emphasize the emotional aspect that plays an important role in the understanding of the construct.