

**A STUDY ON FACTORS THAT CONTRIBUTE TO EMPLOYEES' JOB  
SATISFACTION AT TAIPING MUNICIPAL COUNCIL, PERAK**

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## TABLE OF CONTENTS

<b>ACKNOWLEDGEMENT</b>	<b>i</b>
<b>LIST OF TABLES</b>	<b>ii</b>
<b>LIST OF FIGURES</b>	<b>iii</b>
<b>ABSTRACT</b>	<b>iv</b>
<b>CHAPTER 1</b>	
<b>INTRODUCTION</b>	
<b>1.1 Background of the Study</b>	<b>1</b>
<b>1.2 Statement of the Problem</b>	<b>2</b>
<b>1.3 Research Objectives</b>	<b>2</b>
<b>1.4 Research Questions</b>	<b>3</b>
<b>1.5 Significance of the Study</b>	<b>3</b>
<b>1.6 Limitations of the Study</b>	<b>4</b>
<b>1.7 Definitions of the Terms</b>	<b>4 - 5</b>
<b>CHAPTER 2</b>	
<b>LITERATURE REVIEW</b>	
<b>2.1 Introduction</b>	<b>6</b>
<b>2.2 Leadership Behavior</b>	<b>7 - 9</b>
<b>2.3 Communication</b>	<b>10 - 13</b>
<b>2.4 Work Environment</b>	<b>14 - 15</b>
<b>2.5 Employee Retention</b>	<b>16 - 21</b>
<b>2.6 Theoretical Framework</b>	<b>22</b>
<b>2.6.1 Independent Variables</b>	<b>22</b>
<b>2.6.2 Dependent Variables</b>	<b>22</b>

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## ABSTRACT

This research provided comprehensive information about factors important to assess overall job satisfaction. The research examined four aspects of employees' job satisfaction, such as leadership behavior, communication, working environment, and job retention. The objective of this research was not only to identify the impact of leadership behavior on employees' work performance but also to determine the importance of communication between superior and subordinates on job satisfaction as well. In addition, the researchers wish to investigate the relationship between employee retention and job satisfaction, besides to identify whether work environment affects employees' job satisfaction. The findings from this study would provide valuable information for the management of Taiping Municipal Council. A sampling frame of 150 clerical employees which included all departments of Taiping Municipal Council, Perak were taken. Respondents were chosen through quota sampling technique. Questionnaires were distributed and gathered and keyed through the process of Statistical Package of Social Science (SPSS) for analysis. However, only 110 respondents handed back the questionnaires. From the findings, the researchers found that employees in this study had high level of job satisfaction. It also showed that leadership behavior, communication, work environment, and employee retention almost equally correlate with overall job satisfaction. Lastly, this research also provides recommendations for future research.

## **CHAPTER 1**

### **INTRODUCTION**

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

In order for an organization to be successful they must continuously ensure the satisfaction of their employees. Job satisfaction is defined as "an individual's reaction to the job experience" (Berry, 1997). There are various components that are considered to be vital to job satisfaction. These variables are important because they influence the way a person feels about their job.

Employees' job satisfaction is an attitude that people have about their jobs and the organizations in which they perform these jobs. Methodologically, we can define job satisfaction as an employee's affective reaction to a job, based on a comparison between actual outcomes and desired outcomes (Mosadeghrad, 2003b). Therefore, a study on factors that contribute to employees' job satisfaction was conducted to investigate the level of satisfaction among employees at Taiping Municipal Council, Perak.