

**THE RELATIONSHIP OF MOTIVATION TOWARDS JOB SATISFACTION  
AMONG EMPLOYEES AT PUBLIC ORGANIZATION**

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## ABSTRACT

This purpose of the study was to identify the relationship of motivation towards job satisfaction among employees in Pejabat Setiausaha Kerajaan Negeri Kedah. Therefore, this study will be beneficial and can make a contribution to expand a further research in management and organizational behavior. The main purposes of this study was to identify what are the factors that could act as a motivation to increase their satisfaction towards their job. Conceptual Framework shows that Motivator Factors and Hygiene Factor as Independant Variable (IV) and Job Satisfaction as Dependand Variable (DV). A total of 100 questionnaire were distributed to all employees in different position included of managers, executive and also non-executive. Based on the overall findings, this study was reliable and normally distributed. The most factors that motivate employees in Pejabat Setiausaha Kerajaan Negeri Kedah were Motivator Factors-Intrinsic. Finally, this study also provides recommendations and suggestions for future research.

*Keywords : Job Satisfaction, Motivator Factors, Hygiene Factors, Motivation.*

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## CHAPTER 1

### INTRODUCTION

#### **Background of Study**

Years by years, organization will need to find ways on how to increase employees' productivity towards their job to meet their goals. In order to achieve that, organization needs to create motivation that will help build productivity as well as making employees feels satisfied with their jobs. Based on Hendrix (1989) and Man & Jefferson (1988) as cited in Beaver, Gregory S (2010), the main element in organization are job satisfaction and motivation to make sure that the quality of job, promote personal growth, maintain physical and psychological health and decrease attrition. Since the world keeps on changing, there will be more competitors out there and Thurow (1992, as cited in Kappel, Ann Marie, 2012) said that organization will need to be on the cutting edge of technology to be on track with competitive advantage in the future. It is because of the critical asset will have influence in employee motivation and motivated employees are, in turn, a critical asset in the competitive global economy. The time has reached for the organizations to transmit their professional and brilliant human capital and determine