



UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI

A STUDY ON EMPLOYEES' JOB SATISFACTION AT
DEWAN BANDARAYA KOTA KINABALU

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ABSTRACT

Job satisfaction describes how pleasure an individual is with his or her job. How satisfied individuals are with certain aspects of their work context may affect their willingness to respond positively to enrich work. When considering job satisfaction, some variables should be considered to understand thoroughly the possible variable that associate with job satisfaction. Therefore, the purpose of this study is to identify the association between the variables such as working environment, social rapport, employer role, and organization commitment with job satisfaction. First and foremost of this study is undertaken through the conduct of questionnaire research on the employees in Dewan Bandaraya Kota Kinabalu. The questionnaire was distributed in Dewan Bandaraya Kota Kinabalu in a week. As an overall, the sample was consisted 160 employees which were chosen randomly to be the respondent for this study purpose. The next task was to analyze all the data and information obtained from the questionnaires. The finding of the study shows that employees at Dewan Bandaraya Kota Kinabalu have a high level of job satisfaction in the organization. Analysis using the spearman rho correlation revealed that the working condition, social rapport, employer role, and the organization commitment have significant correlation with the level of job satisfaction. Herewith, the recommendation has been made in order to maintain and sustain the job satisfaction at the organization. Thus, the researcher includes and compiles it all here in this research report.

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