

THE RELATIONSHIP BETWEEN WORKING
ENVIRONMENT AND JOB SATISFACTION AMONG
EMPLOYEES AT IBU PEJABAT POLIS DAERAH KOTA
SAMARAHAN, SARAWAK

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ABSTRACT

The purpose of this paper is to examine the relationship between working environment and job satisfaction among public sector employees at Ibu Pejabat Polis Daerah Kota Samarahan, Sarawak. It can be hypothesized that there are a positive relationship between working environment and job satisfaction. Working environment plays an important role in the job satisfaction of an employee. Results were analysed with normality analysis, descriptive analysis, reliability analysis and correlation analysis. The study found the job satisfaction has strong, positive and significant relationship between working environment and job satisfaction. This paper also present the recommendation made for future researcher and an organization.

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CHAPTER 1

INTRODUCTION

This chapter provides the introduction to this study and discusses the background of the study, underlying the problems regarding the variables, research objectives, the significance of the study and limitation of the study. The definition of terms also will be provided at the end of this chapter.

Background of Study

Malaysia is progressing significantly towards a developed nation by 2020, hence we are still struggling with issues and questions how we are going to get there. Whether or not it can be achieved largely depends on the readiness of our workforce.

In relation to that, moving forward, the government has developed a transformation place based on eight main thrusts that incorporate four pillars. The four main pillars are the 1 Malaysia concept: “People First, Performance Now”, the Government Transformation Programme (GTP), the New Economy Model (NEM) and the 11th Malaysia Plan (11MP) (Badariah Ab Rahman, Dzuriah Ibrahim, & Rosazman Hussin, 2016).

Thus, the social economic development policy has significantly played an important role in developing Malaysia. The public sector facilitates, and the private sector is expected to

understand the government policies. In order to achieve that, it is high time for Malaysia to think to make employees of the public sector as partners and to allow them to participate in the decision making process for the betterment of the country.

Therefore, to get the best level of performance of public sector employees, the working environment is something that is crucial.

The working environment can be defined as the place where the entire task been completed (Agbozo, Owusu, Hoedoafia, & Atakorah, 2017). There are several characteristics of the good working environment such as wages, the relationship among employees, and the fair treatment and equity to others (Ruchi Jain, 2014).

In this developing era, most of the organizations are competing with each other in order to increase the productivity and performance of their employees. If the organization is able to increase the productivity and performance of their employees, it will be easier to increase the economic growth.

In the context of Malaysia, public and private organizations need to compete with others in ensuring the job satisfaction among the employees to make them stay in that organization. Besides, the measurement of job satisfaction can be seen on how well the employees performing their job. The effective the work environment, the happier the employees will be, and it will also lead to the growth of an organization (Ruchi Jain, 2014).

According to Raziq & Maulabakhsh (2015), to increase the productivity of employees, there is a need for the organization to provide good working conditions. Every employee is the key person who is responsible for helping the organization to achieve their own vision, mission, and goals. In addition, the comfortable working