

THE RELATIONSHIP BETWEEN WORKING
ENVIRONMENT AND JOB SATISFACTION AMONG PUBLIC
SECTOR EMPLOYEES AT PEJABAT KESIHATAN
BAHAGIAN SAMARAHAN, SARAWAK

Prepared for:
MADAM SUSANA WILLIAM JALIL

Prepared by:
NUR NADZIRAH BINTI NORDIN
DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)
FACULTY OF BUSINESS AND MANAGEMENT

MAY 2018

ABSTRACT

The purpose of this paper is to identify the relationship between working environment and job satisfaction among public sector employees at Pejabat Kesihatan Bahagian Samarahan, Sarawak. It is hypothesized that working environment has a positive influence on job satisfaction. Results were analyzed with normality test, reliability analysis and correlation. This study has been focused on 80 employees in Pejabat Kesihatan Bahagian Samarahan, Sarawak. The results of this study show that working environment possesses significant positive relationships towards employee's job satisfaction at Pejabat Kesihatan Bahagian Samarahan, Sarawak. This paper also presents recommendations and suggestion for further research.

TABLE OF CONTENT

AUTHOR’S DECLARATION	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF APPENDICES	x
CHAPTER 1	1
INTRODUCTION	1
Background of Study	1
Statement of the Problem.....	3
Research Objective	4
Research Questions	4
Significance of the Study	5
Limitation of the Study	6
Definition of Term	7
CHAPTER 2	8
LITERATURE REVIEW	8
Job Satisfaction	9

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 were the 1 Malaysia concept: "People First, Performance Now", the Government Transformation Programme (GTP), the New Economy Model (NEM) and the 11th Malaysia Plan (11MP) (Rahman, Ibrahim, & 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 (Jain & Kaur, 2014).

In this developing era, most of the organizations were competing with each other in order to increase the productivity and performance of their employees. If the organization was 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 (Jain & Kaur, 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