

**UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI**



**THE RELATIONSHIP BETWEEN JOB SATISFACTION AND LIFE SATISFACTION
AMONG MAJLIS AMANAH RAKYAT (MARA) EMPLOYEES**

PREPARED BY

**RUSMITA ANAK IMBAN
2012972847**

**NURUL VIANNA BINTI NASIR
2012512503**

PREPARED FOR

NUR AFISHA BINTI YUSUF

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CHAPTER 1

INTRODUCTION

1.0 Introduction

This study will investigate the relationship between job satisfaction and life satisfaction among public employees from organization of Majlis Amanah Rakyat (MARA). Modern organizational systems are moving towards more humanistic approach in dealing with their employees to make them satisfied with their work. The trend in organizations to make their employees satisfied is changing, by identifying several other factors and roles of workers' life than just the hours they spend in office. Satisfaction with the job is a part of life satisfaction that can only happen if employees can create a balance in their work and family/personal life. The satisfaction between job and life are closely related among employees. In order to compete in the globalization era, people work for money. Money will work for their happiness and lastly to their satisfaction. However, if the employees do not satisfy with their job or even their work place, it will not motivate them and affects the life as they feel give up with their job and feels like retiring. This study investigated between job and life satisfaction among employees at public company of MARA as the case study.

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job an affective reaction to one's job and an attitude towards one's job. This definition suggests that we form attitudes towards our jobs by

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.0 Introduction

This chapter provides a review of the literature on job satisfaction and its association towards life satisfaction. Section 2.2 elaborate on the theories related to the job and life satisfaction. Section 2.3 explains the factor of job satisfaction. Section 2.4 will be discussed on the life satisfaction. Section 2.5 provides the conceptual framework of the job and life satisfaction. Finally, section 2.6 identifies the relationship of the study.

2.1 Theories

2.1.1 Herzberg's Theory of Motivators and Hygiene Factors

Herzberg (1959) constructed a two-dimensional paradigm of factors affecting people's attitudes about work. He concluded that such factors as company policy, supervision, interpersonal relations, working conditions, and salary are hygiene factors rather than motivators. According to the theory, the absence of hygiene factors can create job dissatisfaction, but their presence does not motivate or create satisfaction. In contrast, he determined from the data that the motivators were elements that enriched a person's job. He found five factors in particular that were strong determiners of job satisfaction which are the achievement, recognition, the work itself, responsibility, and advancement. These motivators (satisfiers) were associated with long-term positive effects in job performance while the hygiene factors (dissatisfies)