

**THE RELATIONSHIP BETWEEN MOTIVATION IN WORKING  
ENVIRONMENT AND THE JOB SATISFACTION AMONG THE SUPPORT  
STAFF IN JABATAN PENGAIRAN DAN SALIRAN, KUCHING,  
SARAWAK**

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## ABSTRACT

Job satisfaction refers to the attitude and feelings that people have about their work. Then, motivation is defined as the involvement of effort, persistence and goals. The Maslow Hierarchy of Needs Theory (1954) which includes five motivational needs such as physiological, security, social, self-esteem and self-actualization were used to investigate the relationship between motivation in working environment and job satisfaction among the support staff at Jabatan Pengairan dan Saliran, Kuching, Sarawak. This was accomplished through quantitative method of data collection which is questionnaire. The findings of the study revealed that motivation in working environment which were physiological need, security need, social need, self-esteem need, and self-actualization need would affect the job satisfaction among the support staff of Jabatan Pengairan dan Saliran, Kuching, Sarawak. The correlation analysis revealed that motivation in working environment has a significant relationship with job satisfaction. The findings of this study provide a guideline or reference to the management on how to increase the employees' job satisfaction. It is recommended for future researchers that an alternative method of data collection can be employed to obtain further information on how motivation in working environment can affect the employees' job satisfaction.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter deliberates the background of the variables chosen for this study. This chapter also discusses the background of the study and problem statement. The research objectives and research questions also discussed and stated clearly in this chapter. The significance of the study, limitation of the study and definition of term are also included in this chapter.

#### **Background of the Study**

Today, the implementation of job satisfaction is important for most organizations either public or private. Another term for job satisfaction as defined by Armstrong (2006) is the attitude and feelings that are felt by coming to work early, not delaying their task and enjoying their job. Positive and favourable attitudes towards the job indicate job satisfaction. The study conducted by Spector (1997) lists three important features of job satisfaction. First, organizational should be guided by human values. Such organizational will be oriented towards treating the workers fairly and with respect. In such cases, the assessment of job satisfaction may serve as a good indicator of employee effectiveness. High levels of job satisfaction may be signs of a good emotional and mental state of employees. Second, the behaviours of workers

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **Introduction**

This chapter will explain the independent and dependent variables. There are five independent variables in this study which consist of physiological needs, security needs, security needs, social needs, self-esteem needs, and self-actualization needs based on Hierarchy of Needs Theory Maslow (1954) while for the dependent variable for this study is job satisfaction.

#### **Job Satisfaction**

According to Locke (1969), Range of Affect Theory is arguably the most well-known job satisfaction model. The main principle of this theory is that satisfaction is determined by a discrepancy between what one wants in a job and what one has in a job. Furthermore, the theory stated how much one values the given facet of work, for example the degree of autonomy in a position, regulates how satisfied or dissatisfied one becomes when expectations are or are not met. When a person values a particular facet of a job, his satisfaction can greatly impacted positively when expectations are met and negatively when expectations are not met, compared to one who doesn't value the facet.

A study done by Bonenberger (2014) at Eastern Region in Ghana involved 256 respondents who were also from health workers. The study indicated that