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STUDIES



A STUDY ON LEVEL OF JOB SATISFACTION AMONG
EMPLOYEES IN SARAWAK ECONOMIC DEVELOPMENT
CORPORATION (SEDC)

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Abstract

Job Satisfaction has been a construct of study for many researchers in different areas of study and the literature has a multitude of articles. This number has alerted managers and executives to deliberate on the employee's level of job satisfaction and their behaviour. The search for better jobs and the change of employer became an issue for every organizations as well as Governments. The purpose of this study is to determine the level of job satisfaction, to determine whether there is a significant relationship between job satisfaction and benefit, supervision, and co-workers, to identify the most factor affecting job satisfaction, to determine the influence of demographic factors based on gender, age, education level and monthly income and job satisfaction and to suggest the best strategies by the organization to enhance the job satisfaction of the employees in Sarawak Economic Development Corporation (SEDC). A sample of 100 employees based on simple random sampling was chosen to collect information using a questionnaire. The findings indicated that civil servants were satisfied with their job and statistically positive relationships existed between the dependent variable and the 3 aspects of job satisfaction. The generalization of the results of this study should be cautiously interpreted since the scope of the study is Sarawak Economic Development Corporation (SEDC) civil servants and the variables chosen were benefit, supervision and co-workers. Future studies are recommended so that additional variables can be incorporated.

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF STUDY

Job satisfaction has been a matter of concern and attention in any field of business nowadays. Organizations realize that employee job satisfaction is the essential element to increase customer satisfaction and keep their business running, as competition is getting more intense. Employee dissatisfaction will usually spread their problem to their workmates and word of mouth can do a lot of harm to an organization. The dissatisfied employee complaints can be a useful source of information for the organization to develop their business strategies and formulate their tactical decisions.

The rapid development and expansion has also generated a lot of internal management problems in the organization; a low level of employee job satisfaction has brought difficulties to increasing service quality (Yi, 1993). The factors affecting employee's satisfaction include long working hours, work pressure, the low level of treatment, bad working environment, less promotion opportunities, work unfairness, low salary level, etc.(Liu, 2004), and these problems have always been trouble for employees.

CHAPTER 2

LITERATURE REVIEW AND CONCEPTUAL

2.1 INTRODUCTION

In this chapter the relevant literature will be reviewed to gain a better understanding of the importance of factors affecting job satisfaction. For this reason, it has become the task of every organization's manager to express their concern for job satisfaction for two main reasons.

Firstly, many of these managers may feel morally responsible for sustaining a high level of job satisfaction in their organization. Whether these employees find their jobs satisfying, frustrating, challenging, boring, significant or meaningless becomes a serious concern for these managers.

Secondly, managers are concerned about the effect that job satisfaction has on performance. Many of the organization heads believe that job dissatisfaction can lead to poor productivity, high absenteeism and turnover, and an increase in union activities.

The next sub-section will examine the theories of job satisfaction, which will aid in determining whether overall employees will feel satisfied or dissatisfied in their jobs. It is now important to understand