

THE FACTORS CONTRIBUTE TO JOB SATISFACTION BY
USING HERZBERG'S TWO FACTOR THEORY: A CASE
STUDY OF KEMENTERIAN PERDAGANGAN DALAM
NEGERI, KOPERASI DAN KEPENGGUNAAN NEGERI
PAHANG

NURUL ASHIKIN BINTI AZMAN

BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA

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ABSTRACT

The purpose of this research is to determine the factors that affect job satisfaction that lead most to employee at KPDNKK Pahang. This research intended to investigate which Herzberg's motivation-hygiene factor is influence more to job satisfaction. The sample size use for this study is 52 respondents. The questionnaire has been distributed to all employees at KPDNKK Pahang at different level of position and about 52 respondents have answered the questionnaires distributed. Social Science Software (SPSS) version 20.0 is used to analyze the results collected. Based on the finding of this research most of the employee in KPDNKK Pahang was driven by motivation factor rather than hygiene factor. In order to make some improvement to the employees in KPDNKK, some recommendation and recommendation for the future research was stated.

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Faculty of Business Management
Universiti Teknologi MARA