

**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY
STUDIES**



**FACTORS CONTRIBUTING TO JOB SATISFACTION AMONG
EMPLOYEES IN SARIKEI**

**FADILLA HAJAR BINTI ABDUL MANAP
2022793759**

**IRDINA MAISARAH BINTI RAZSHI
2022949803**

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

The intention of this section is to give readers a better understanding of the research's background, including the research topic, research questions, and research objectives. This chapter as well set the scope of the research, explains the significance of this research, and provide the reader definitions to key terms in order to ensure the readers are able to understand the fundamental ideas behind this research.

1.1.1 BACKGROUND OF STUDY

The current global workforce is undergoing rapid and dynamic changes, and organizations must keep up with the evolving trends in managing human resources to remain effective, (Legesse Bekele & Mohammed, 2020). This seismic trend has forced organizations to rethink their approaches to managing human resources, recognizing that traditional methods may no longer be effective in meeting the needs of today's workforce. In this context, it has become increasingly important for organizations to adopt creative and flexible strategies that recognize the changing expectations of employees and foster a positive workplace culture that supports their well-being and productivity. Moreover, according to PwC's Workforce Hopes and Fears Survey 2022 (Malaysia report) states that, in Malaysia, majority of Malaysian workers, or 59% are content with their jobs but up to 17% of them would likely look for a new position in upcoming 12 months (PricewaterhouseCoopers, 2022).

Job satisfaction not only affects employee's work experience but also has ripple effects on organizational productivity, performance, and competitiveness in the broader market. According to (Origo & Pagani, 2013), a more satisfied workers exhibit higher job performance for example, in terms of lower turnover rates and absenteeism. Practicing a working hour flexibility is one of the strategies which can contribute to the employees well-being and satisfaction. This is as, with the ability to schedule the work himself/herself, employees feels that employer cares about wellbeing and non-working life of employees, (Sussanna Shagvaliyeva & Yazdanifard, 2014).

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 INTRODUCTION

The conceptual framework for the proposed research along with the literature review will be covered in this chapter. The case study took place in both public and private organization in Sarikei, Sarawak. Flexible working hour, work - life balance, job performance are the independent variables. Meanwhile, the dependant variable is the Job satisfaction.

2.2 INDEPENDENT VARIABLES

Independent variables are characterised as the variable that is changed or controlled in a logical test. It discusses the root cause or motivation behind a result. The parameters that the researcher modifies to test their dependent variable are known as independent factors. Changes in the subordinate variable are directly impacted by changes in the independent variable. Its effect on the measurable dependent variables is quantified and documented.

2.2.1 Flexible Working Hour

Organisations and scholars have recently focused a lot of emphasis on flexible work schedules as a family-friendly strategy. These days, organisations are attempting to establish a culture of trust by giving their employees flexibility. Researchers from all around the world have long studied the idea of flexible working hours. Anjeline Omondi & Obonyo (2018) assert that variable work schedules are a major problem in the twenty-first century. However, according to the report, it wasn't until recently that these practises started to be seen as advantageous for the organisations and employees. Sussanna Shagvaliyeva & Yazdanifard (2014), who claim that certain prior studies on flexible working hours are analysed, provide more support for this. Flexible working hours are considered from both the employee and employer perspectives using the available facts to demonstrate that flexibility in the workplace benefits both the employee and the employer. As defined by John (2017), flexible working hours (FWH) are "arrangements wherein the employee is granted a (limited) freedom to choose the hours when he works so long as he commits over an agreed period - be it a day, week, or month - to work his normal number of hours".

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter explains the overall research design that is used in this research. The stated unit or level of analysis is supported by more discussion of the sample size, sampling technique, measurement or instrumentation, data collection, and data analysis of this study regarding the impact of working hour flexibility on employee's satisfaction.

3.2 RESEARCH DESIGN

The methods used by the researchers in this study are quantitative. In quantitative research, variables are analysed and quantified to collect data. In order to offer answers to questions like who, how much, what, where, when, and how many, it includes the collecting and analysis of numerical data using specialised statistical techniques. According to Oberiri Destiny Apuke (2017), quantitative research approaches involve acquiring data in numerical format and analysing it using mathematical techniques, notably statistics, to understand a problem or phenomena.

In this case study, a descriptive quantitative approach was also used. This is due to the fact that it uses an easy kind of descriptive research. It entails gathering data from a single research subject—employees in Sarikei, Sarawak. Descriptive research, according to Winston-Salem State University (2022), aims to characterise the current situation of defined variables. Fleetwood (2018) mentions that quantitative research is the systematic analysis of phenomena through the collection of measurable data and use of mathematical, statistical, or computational methods. As an example, sending online surveys, questionnaires, and polls are sampling techniques. As a result, it will be simple to understand the data that has been obtained and show the market research's dependability.

Google Form is used to track the answers. Statistical Package for the Social Sciences (SPSS), the main programme used for quantitative analysis of complex data, will then be used to import the acquired data. In this case study, the researchers are using the Krejcie and Morgan (1970) table to estimate the population and sample size.