A STUDY ON THE EFFECT OF SAFETY IN WORKPLACE TOWARD THE LEVEL OF EMPLOYEE SATISFACTION AT MAJLIS BANDARAYA KUALA TERENGGANU

Prepared for:
MR. MOHD AZIZUL BIN SULAIMAN

Prepared by:

MOHAMAD BIN MUDA

BACHELOR IN OFFICE SYSTEMS MANAGEMENT(HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM) FACULTY OF BUSINESS MANAGEMENT

JANUARY 2014

ABSTRACT

Job satisfaction represents the extent to which expectations are and match the real awards and closely linked to that individual's behavior in the work place (Davis, 1985). Job satisfaction is a worker's sense of achievement and success on the job. Employee perception on safety in workplace also important employer because this will result the performance that employee will give to the organization. If the employee perception is bad on the safety in workplace, their work performance level will decrease because they do not feel safe to work there. This will result in decrease in profit and can make the organization loss. Organization must do something regarding safety in workplace so the employee perception cannot give bad effect to the company. This research is to study on the effect of safety in workplace toward the level of employee satisfaction at MajlisBandaraya Kuala Terengganu (MBKT). The questionnaire and data was collected from 50 respondents of MajlisBandaraya Kuala Terengganu (MBKT). The data was analyzed by using Statistical Package for Social Science Software (SPSS) version 20.0.

ACKNOWLEDGEMENT

Assalamualaikum W.b.t

Alhamdulillah, first of all I would like to thanks to Allah that gives healthy to me so that I can complete my research. I would like to deliver my thankfulness to my supervisor, EncikMohdAzizul Bin Sulaiman for giving his support and encourage me, including his understanding to teach me on how to finish this research. He also gives me some information and showing some examples regarding this research. I thank you for all the reprimand and guidance as it is very helpful for me in completing my research.

Besides that, I would like to thank to Dr. Mas Anombinti Abdul Rashid, for giving her knowledge and teach me about the introduction of research. Her explanation about Research Method that I had learned previously with her makes me understand about the concept and rules include in the method of research. Then, I would like to thanks to all my respondents which consists of employees at MajlisBandaraya Kuala Terengganu. They gives the best support towards me in order to answer all the questions given by distributed the questionnaires.

In fact of that, a respectful mention goes to my families and friends because always support me to finish this research and give support whenever I had a problems. On top of that, without my friends helps of this particular that mentioned above, I would face many difficulties while doing this project. Thank you.

TABLE OF CONTENT

ABSTRACT	. i
ACKNOWLEDGMENT	ii
LIST OF TABLES	V
LIST OF FIGURES	vi
CHAPTER 1	1
INTRODUCTION	1
1.1 Background of the Study	1
1.2 Problem Statement	3
1.3 Research Objectives	5
1.4 Research Questions	5
1.5 Significance of Study	6
1.6 Limitations of Study	7
1.7 Definition of Terms	8
CHAPTER 2 1	0
LITERATURE REVIEW 1	0
2.1 Introduction	0
2.2 Employee Perception on Workplace Safety	1
2.3Safety Climate	2
2.4 Influence of Job Safety on Job Satisfaction	3
2.5 Influence of Safety on Employee Performance	4
2.6 Measuring Safety	5
2.7 Job Satisfaction	6
2.8 The Relationship Between Employee Satisfaction and Job Safety 1	7
2.9 Framework	8
CHAPTER 3 2	21
METHODOLOGY2	21
3.1 Introduction	21
3.2 Participants	21
3.3 Reseach Design	22
3.4 Sample Size	22

3.5 Population
3.6 Sampling Technique
3.7 Unit of Analysis
3.8 Data Collection Instrument
3.9 Validity of Instrument
3.10 Data Collection Procedures
3.11 Pilot Test
3.12 Data Analysis
3.13 Plan for Data Analysis
CHAPTER 4
FINDINGS28
4.1Survey Response Rate
4.2Section A: Demographic Information of Respondents
4.3 Section B: Perception of Employee
4.4Section C: Employee Satisfaction Level
4.5 Section D: Impacts of on Employee Satisfaction Level
4.6 Section E: Increase Safety In Workplace
CHAPTER 5
5.1 Conclusion
5.2 Recommendation
5.3 Recommendation for future reseach
REFERENCES45
APPENDICES47
Appendix A: Project Agreement
Appendix B:Cover Letter of Questionnaire
Appendix C:Questionnaire
Appendix D:Analysis