

**A STUDY ON HAPPINESS INDEX AMONG GOVERNMENT
EMPLOYEES : A CASE STUDY IN KOTA BHARU**



**INSTITUT PENGURUSAN PENYELIDIKAN
UNIVERSITI TEKNOLOGI MARA
40450 SHAH ALAM, SELANGOR
MALAYSIA**

BY :

**NADI @ LATIF BACHO
PROF. MADYA DR. AZMAN CHE OMAR
OMAR KAIRAN
RUSTAM SHAARI**

OCTOBER 2010

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious, the Most Merciful.

Alhamdulillah, with the most grateful, we are truly grateful to ALLAH S.W.T for providing us the strength, spiritual and emotional support when there were none insight assisting the completion of this research. Allow us to express our gratitude to many parties for their involvement in many ways in the completion of this research project.

Dato' Professor Dr. Hussin @ Muhamed Ab Rahman
(Director of UiTM Kelantan)

Assoc. Prof Dr. Nik Kamaruzaman Hj Abd Latiff
(Deputy Director, Research and Industry Linkage, UiTM Kelantan)

A deepest love and appreciation also dedicated to our family who always giving us unwavering support and inspiration in making our research accomplished. Unforgotten our special thanks go to our peers for their constructive opinion and valuable comments in the preparation and completion of this research.

THANK YOU

TABLE OF CONTENTS

CONTENT	PAGES
Letter of Transmittal	ii
Member Declaration	iii
Acknowledgement	iv
Table of Contents	v-vii
List of Tables	viii
List of Figures	viii
Abstract	ix
CHAPTER 1: INTRODUCTION TO THE RESEARCH	
1.0 INTRODUCTION	
1.1 BACKGROUND OF THE STUDY	1
1.2 PROBLEM STATEMENT	3
1.3 OBJECTIVES OF THE STUDY	4
1.4 RESEARCH QUESTIONS	4
1.5 RESEARCH HYPOTHESES	5
1.6 THEORETICAL FRAMEWORK	6
1.7 SCOPE OF THE STUDY	7
1.8 SIGNIFICANCE OF THE STUDY	7
1.9 LIMITATION OF THE STUDY	8
1.10 DEFINITION OF TERMS	9

ABSTRACT

The ultimate concern of human kind is enjoying their lives with full of happiness. Hence, in the pursuit of happiness, one's shouldn't ignore the important domains of life that influence and contribute to the level of happiness. As such happiness is very subjective and yet the level of happiness varies from person to person. This research is set to study on happiness index among government employees resided in Kota Bharu. The purpose of this study is to determine the domain of life associated to government employees which will influence and contribute to their happiness. This study also enables to know the relationship between job satisfaction, pay satisfaction and life satisfaction with happiness index. The research design employed is descriptive study. The study uses both secondary and primary data. Of the 400 questionnaires distributed, 109 completed and useable for a 27.3% response rate respondents working at Kota Bharu. In the sampling procedure, random sampling techniques were employed. In analyzing the data, frequency, percentage, cronbach alpha, KMO were computed using SPSS. The study reveals that there are several domains or factors which contribute to happiness such as job satisfaction, pay satisfaction and life satisfaction. The researcher identifies that life satisfaction and pay satisfaction are significant in influencing the happiness index. However, job satisfaction is not significant in influencing towards the contribution to the happiness index among the government employees. As this research focus only the three domain of life which are job satisfaction, pay satisfaction and life satisfaction, future research should add more important domain of lives, the likes of religion, health, leisure time, political and economic situation to name a few.

Keywords : Happiness index, job satisfaction, pay satisfaction, life satisfaction.

CHAPTER 1: INTRODUCTION

1.0 INTRODUCTION

This section discusses the briefly of the study, the objectives, theoretical framework, hypotheses and other relevant areas of the study which were highlighted and expected to fulfill the requirement of the study. The chapter ends with some brief explanations on the contributions and limitations of the research.

1.1 BACKGROUND OF THE STUDY

In the new millennium, happiness in the workplace is well and truly back intensely. There has been an explosion of research especially among those who are interested in finding out the employees' and managers' job happiness and performance. In the twenty-first century, effective employees' performance is even more central to the success of organizations. Pressures to manage within these increasingly complex local, national and global workplace dynamics are greater than ever before.

Employees and managers are now expected to perform in a business context where significantly increased performance is imperatively demanded. Eventually, declines in employees' performance will hamper the capacity of organization and national economic growth. As a consequence, predictors of improvement or deterioration on employees' performance, such as happiness, are critical to success of organizations.