



**FACTORS THAT INFLUENCE JOB SATISFACTION AMONG EMPLOYEES  
IN MAJLIS PERBANDARAN ALOR GAJAH**

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**JANUARY 2020**

## **DECLARATION OF ORIGINAL WORK**



### **BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCES) FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA “DECLARATION OF ORIGINAL WORK”**

I, **Effa Filzah Binti Mahadi**, (I/C Number: **960814-04-5442**)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## LETTER OF SUBMISSION

January 2020,

The Head of Program,

Bachelor of Business Administration (Hons.) Human Resources,

Faculty of Business Management,

Universiti Teknologi MARA,

Kampus Bandaraya Melaka.

Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER (HRM 672)**

Enclosed here is the project paper titled “**FACTORS THAT INFLUENCE JOB SATISFACTION AMONG EMPLOYEES IN MAJLIS PERBANDARAN ALOR GAJAH**” to fulfil the requirement as needed by the Faculty of Business and Management, Universiti Teknologi MARA.

Thank You.

Yours Sincerely,

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**EFFA FILZAH BINTI MAHADI**

**2016596249**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS.) HUMAN  
RESOURCES**

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## **EXECUTIVE SUMMARY**

The purpose of study is to identify the factors that influence job satisfaction among employees in Majlis Perbandaran Alor Gajah. A conceptual framework comprises of job satisfaction as dependent variable and three factors which are environmental factors, intrinsic rewards and extrinsic rewards as independent variables. A total of 144 questionnaires were answered and were found usable. The collected data was analyse using Statistical Package for Social Science Version 22 (SPSS V22). The analyses employed to analyse the obtained data were frequencies distribution analysis, descriptive analysis, reliability analysis, Pearson correlation analysis and multiple regression analysis. The result revealed that environmental factors and intrinsic rewards have significant and positive impact on employee job satisfaction. Meanwhile, for the extrinsic rewards has no significant relationship with job satisfaction. Result also showed that intrinsic reward impacted job satisfaction the most. Therefore, the organization should take into consideration, in selecting intrinsic rewards based on employees' performance in order to enhance the level satisfaction among employees in organization.