

**JOB SATISFACTION AMONG EXECUTIVES AT
SYARIKAT BEKALAN AIR SELANGOR SDN BHD
(SYABAS), BASED ON HERZBERG'S MOTIVATION-
HYGIENE THEORY**

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2013**

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AIR SELANGOR SDN BHD (SYABAS), BASED ON HERZBERG'S
MOTIVATION-HYGIENE THEORY**

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**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
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ABSTRACT

The main purpose of this study is to examine and gain a better understanding of the significant relationships between the Herzberg's motivation-hygiene factors towards job satisfaction among executives at SYABAS. Within these two main factors there are 11 dimension factors that researcher need to find out which one from the factor give most high impact towards job satisfaction. The dimension are listed was, motivator factors under the job content (achievement, advancement, work itself, recognition and growth). Second was, hygiene factors (company policy, relationship with peers, working security, relationship with supervisors, money and working condition). In this study convenience sampling was use to select executive from SYABAS Kuala Lumpur and Petaling Jaya, and researcher target the population was 150 employees. Questionnaires have been used to obtain the data. Data which was gathered through questionnaires was analyzed by using statistical package for social science (SPSS) software 20. Researcher has conducted reliability, Pearson correlation and Regression analysis. The results show that hygiene factors were the dominant motivators among employee job satisfaction which is the dimension of relationship with the supervisor H_9 are the leading factors in this study found by the researcher, hence show that hygiene factors are accepted. From eleven hypotheses developed, only eight hypotheses was accepted. There are three dimensions that have negative relationship between recognition, company policy and work security towards job satisfaction among executive at SYABAS, researcher need to reject the hypothesis H_4 H_6 and H_8 . This study also is to suggest the management of the organization to review back needs and requirements of employees in the organization of SYABAS.

Keywords: Herzberg's motivation-hygiene; job satisfaction, SYABAS executive Kuala Lumpur and Petaling Jaya.

ABSTRAK

Tujuan utama kajian ini adalah untuk meneliti dan mendapatkan pemahaman yang lebih baik daripada hubungan yang signifikan antara faktor-faktor motivasi kebersihan Herzberg terhadap kepuasan kerja di kalangan eksekutif di SYABAS. Dalam kedua-dua faktor utama yang terdapat 11 faktor dimensi yang penyelidik perlu mengetahui yang mana satu dari faktor yang memberi impak yang paling tinggi terhadap kepuasan kerja. Dimensi yang disenaraikan itu, faktor-faktor pendorong di bawah kandungan kerja (pencapaian, kemajuan, bekerja sendiri, pengiktirafan dan pertumbuhan). Kedua, faktor kebersihan (dasar syarikat, hubungan dengan rakan-rakan, keselamatan kerja, hubungan dengan penyelia, wang dan keadaan bekerja). Dalam persampelan kemudahan kajian telah digunakan untuk memilih eksekutif dari SYABAS Kuala Lumpur dan Petaling Jaya, dan sasaran penyelidik penduduk adalah 150 pekerja. Soal selidik telah digunakan untuk mendapatkan data. Data yang diperolehi melalui soal selidik dianalisis dengan menggunakan pakej statistik bagi sains sosial (SPSS) perisian 20. Penyelidik telah menjalankan kebolehpercayaan, korelasi Pearson dan analisis regresi. Hasil kajian menunjukkan bahawa faktor-faktor kebersihan adalah pendorong dominan antara kepuasan kerja pekerja yang merupakan dimensi hubungan dengan penyelia H9 adalah faktor utama dalam kajian ini ditemui oleh penyelidik, itu menunjukkan bahawa faktor-faktor kebersihan diterima. Daripada sebelas hipotesis dibina, hanya lapan hipotesis diterima. Terdapat tiga dimensi yang mempunyai hubungan yang negatif antara pengiktirafan, dasar syarikat dan keselamatan kerja terhadap kepuasan kerja di kalangan eksekutif di SYABAS, penyelidik perlu untuk menolak hipotesis H₄ H₆ dan H₈. Kajian ini juga adalah untuk mencadangkan pengurusan organisasi untuk mengkaji semula keperluan dan kehendak pekerja untuk mencapai kepuasan bagi kedua-dua pihak antara pekerja dan SYABAS.

Keywords: Herzberg itu motivasi kebersihan; kepuasan kerja, ketua SYABAS Kuala Lumpur dan Petaling Jaya.

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Masrubiah binti Mohd Zuki

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CHAPTER ONE

INTRODUCTION

1.1 Background of study

This paper will explore the effect of motivational variables on the job satisfaction among staff in the utility company known as Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS). Supplying clean water to the population and the priority around Kuala Lumpur, Selangor and Putrajaya are the major task of SYABAS. Recently SYABAS having some problem with some water issues that made the headlines in Malaysia and is also affected employee of SYABAS. Therefore in this study will look at what factors are associated with job satisfaction using Herzberg Theory.

To achieve the target within a company must start from the bottom again the employees in the company work towards excellence both sides. All know water supply from SYABAS channelled into housing, industrial, agricultural, construction and so on. Water is extremely important in everyday life and the use of this indirect impact on the company's management and employees.

To be a competitive company developed SYABAS should emphasize job satisfaction from employee because the employee is important in a movement that led to the company's excellence, and can give the best service to consumers around them. Indirectly when a valued employee productivity and quality of companies to be increased.

1.2 Background of Company

Syarikat Bekalan Air Selangor Sdn Bhd or better known as SYABAS was incorporated on 8 July 1996 under the Malaysian Companies Act, 1965 to undertake

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