

**JOB SATISFACTION AMONG ADMINISTRATIVE  
STAFF: THE ROLE OF WORK ENVIRONMENT**

**By**

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## **ABSTRACT**

This study was conducted to examine the influence of work environment towards job satisfaction among administrative staff at UiTM Negeri Sembilan. A total of 138 questionnaire developed by Wright and Davis (2003) were distributed to the sample chosen for the study. The questionnaire consists independent variables that are work environment (job characteristic and work context) and job satisfaction as the dependent variable. The result revealed that the level of job satisfaction among administrative staff in UiTM Negeri Sembilan is moderate with means value 3.797. Finally the finding of the study showed work environment (job characteristic and work context) has a moderate positive relationship with job satisfaction.

## **ABSTRAK**

Kajian ini telah dijalankan untuk mengenalpasti pengaruh persekitaran kerja terhadap kepuasan bekerja di kalangan kakitangan pentadbiran di UiTM Negeri Sembilan. Sejumlah 138 borang soal selidik yang dibangunkan oleh Wright dan Davis (2003) telah diedarkan kepada responden yang dipilih. Borang soal selidik ini merangkumi persekitaran kerja (ciri – ciri pekerjaan dan konteks kerja) sebagai pembolehubah bebas dan kepuasan bekerja sebagai pembolehubah bersandar. Hasil kajian ini mendedahkan bahawa tahap kepuasan kerja di kalangan kakitangan pentadbiran di UiTM Negeri Sembilan adalah sederhana dengan nilai purata 3.797. Akhir sekali hasil daripada kajian menunjukkan persekitaran kerja (ciri-ciri pekerjaan dan konteks kerja-kerja) mempunyai hubungan yang sederhana dengan kepuasan kerja.

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## CHAPTER ONE

### INTRODUCTION

#### 1.1 Background of the study

Job satisfaction among employee is an issue that has been studied worldwide. It is estimated that more than 5000 articles and study done to examine this topic. (Cranny, Smith and Stone, 1992). Job satisfaction often linked to employee performance and give important implication towards organizational productivity (Wright and Davis, 2003). Thus it is a necessary in every organization to ensure that job satisfaction feeling is exist among employees. This is because job satisfaction will help employees improve their skills, creativity and effort to contribute to the organizational development.

Bruce and Blackburn (1992) mention *“Most of today’s workers expect to derive much more satisfaction from their work than their grandparents ever dreamed was possible.”* Therefore the importance of job satisfaction is rises in employee minds where they will consider it as a reason whether to stay longer in organization or find another job (Murray, 1999).

According to Spector (1997) there are three important features of job satisfaction. Firstly the organizations should be guided by human values where the employee should be respect and treated fairly in the organization. This will promote high levels of job satisfaction that will reflect a good emotional and mental state of employees. Second the level of satisfaction

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