THE INFLUENCE OF BENEFIT SATISFACTION ON INTERPERSONAL DISCRIMINATION: A CASE AT UPSB SDN. BHD.

By

SAIFUL AZIZI ISMAIL

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Universiti Utara Malaysia

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ABSTRAK

ABSTRACT

Interpersonal discrimination is one of discrimination that always occurred in organization. It involves relationship between employer and employees. This research is focused to examine the influence of benefit satisfaction on interpersonal discrimination in organization. Data gathered through questionnaire distributed to operation employee from two departments including Hygiene Environment Department and Landscape Environment Department. Correlation and Regression Analysis were carried out to test relationship between variables. The results showed that benefit satisfaction influence negatively on interpersonal discrimination. In this research, from factor analysis, the researcher has found that there were three interpersonal discrimination dimensions, namely verbal interpersonal discrimination, semi-verbal interpersonal discrimination and non-verbal interpersonal discrimination. From the Correlation analysis, all of these three dimensions were negatively correlated with benefit satisfaction. Lastly, results from data analysis were discussed and recommendations were given to the management to improve the quality of managing employees in organization in order to reduce the occurrence of interpersonal discrimination. Hopefully, this research will become a basis to future researcher who interested to perform research about employees discrimination.
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CHAPTER 1

INTRODUCTION

1.0 Introduction

Top management will plan, develop and construct a set of statement from time to time concerning company objectives, policies, responsibilities and obligations. As mentioned by Rynes and Gerhart (2000), salary and benefit policies serve as a set of guidelines that keep the administration working towards established objectives. As other functions in management, Human Resource also developed its policies in order to achieve the corporate objectives. Among the functions in Human Resource Management is benefit administration. In explaining salary and benefit policies, the management should ensure clarity and uniformity, promote effective administration and improve organizational morale and motivation (Rajkumar, 1985).

Also known as compensation, the contribution of remuneration or pay as well as salary and benefit are the factors in managing employees' rewards in return for their contributions to the organization (Rajkumar, 1985). Rajkumar (1985) also mentioned that the definition of the compensation and benefit involve planning, establishing and controlling salary and benefit programmes, including direct and indirect rewards established by the organization which are consistent with its objectives and policies. Phillips and Fox (2003) have defined the major objectives of compensation and benefit programme are to attract and retain employees working in organization, to facilitate hiring, transfer and demotion and motivate employees to improve their performance in workforces. However, Sinclair and Botten (1995) mentioned that
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REFERENCES


