THE INFLUENCE OF HUMAN RESOURCE PRACTICES ON JOB SATISFACTION: A STUDY AMONG EMPLOYEES OF AN ENFORCEMENT AGENCY

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Universiti Utara Malaysia

By
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ABSTRAK

Kajian ini adalah bertujuan untuk mengetahui hubungan antara pengurusan sumber manusia dan kepuasan diri pekerja di dalam agensi penguatkuasaan. Pertama, kajian ini akan menumpukan perhatian pada faktor-faktor seperti sistem penilaian prestasi, latihan dan pembangunan dan pampasan serta manfaatnya dalam mempengaruhi kepuasan diri pekerja di dalam agensi penguatkuasaan. Tujuan kajian ini adalah untuk mengetahui sama ada ketiga-tiga faktor yang dinyatakan iaitu sistem penilaian prestasi, latihan dan pembangunan dan pampasan serta manfaatnya mempunyai perkaitan yang positif dengan kepuasan diri pekerja. Para responden bagi kajian ini terdiri daripada 120 kakitangan dari Jabatan Kastam Diraja Malaysia, Perlis.

Hasil daripada kajian didapati bahawa pengurusan bagi ketiga-tiga komponen pengurusan sumber manusia adalah diterima. Maka didapati bahawa wujudnya hubungan yang signifikasi diantara pengurusan sumber manusia dan kepuasan diri pekerja. Ini membuktikan kepentingan sistem penilaian prestasi, latihan dan pembangunan dan pampasan serta manfaatnya dalam mempengaruhi kepuasan diri pekerja. Apabila pekerja berpuas hati dengan pekerjaan mereka, maka sumbangan yang diberikan oleh mereka dapat memastikan objektif organisasi akan tercapai secara keseluruhan.
ABSTRACT

The purpose of this study is to investigate the relationship between human resource management (HRM) practices in enforcement agencies employees related to their job satisfaction. First of all, the study will concentrate on factors such as performance management system, training and development and compensation and benefits in relation with job satisfaction in the enforcement agency. The aims of this study is to identify whether this three factors such as performance management system, training and development and compensation and benefits were positively correlated with employees' job satisfaction. The respondents of the study is consist of the 120 employees from Royal Malaysian Customs of Perlis.

The result from the research done revealed that three component measure of human resource practices is valid. It is found that there was a significant relationship between human resource practices toward employees' job satisfaction. This is confirming that performance management system, training and development and compensation and benefits is very important to influence employees' job satisfaction. When the employees satisfied with their jobs, the contribution given by them can ensure the organization's goals achieved as whole.
# TABLE OF CONTENT

<table>
<thead>
<tr>
<th>Chapter/Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERMISSION TO USE</td>
<td>i</td>
</tr>
<tr>
<td>DISCLAIMER</td>
<td>ii</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>iii</td>
</tr>
<tr>
<td>ABSTRAK</td>
<td>iv</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>v</td>
</tr>
<tr>
<td>TABLE OF CONTENT</td>
<td>vi</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>ix</td>
</tr>
<tr>
<td>LIST OF FIGURE</td>
<td>x</td>
</tr>
<tr>
<td><strong>CHAPTER ONE : INTRODUCTION</strong></td>
<td></td>
</tr>
<tr>
<td>1.1 Background of the study</td>
<td>1</td>
</tr>
<tr>
<td>1.2 Problem Statement</td>
<td>8</td>
</tr>
<tr>
<td>1.3 Research Questions</td>
<td>9</td>
</tr>
<tr>
<td>1.4 Research Objectives</td>
<td>10</td>
</tr>
<tr>
<td>1.5 Significance of the Study</td>
<td>10</td>
</tr>
<tr>
<td><strong>CHAPTER TWO : LITERATURE REVIEW</strong></td>
<td></td>
</tr>
<tr>
<td>2.1 Introduction</td>
<td>12</td>
</tr>
<tr>
<td>2.2 Job Satisfaction</td>
<td>13</td>
</tr>
<tr>
<td>2.2.1 Theories of Job Satisfaction</td>
<td>18</td>
</tr>
<tr>
<td>2.3 Human Resource Practices In Malaysian Public Services</td>
<td>24</td>
</tr>
<tr>
<td>2.4 The Importance of Human Resource Practices in the Organization</td>
<td>30</td>
</tr>
<tr>
<td>2.5 Advantages of Human Resource Practices</td>
<td>33</td>
</tr>
<tr>
<td>2.6 Human Resource Practices and Job Satisfaction</td>
<td>35</td>
</tr>
<tr>
<td>2.7 Summary</td>
<td>39</td>
</tr>
</tbody>
</table>
CHAPTER THREE : RESEARCH METHODOLOGY

3.1 Introduction 40
3.2 Research Framework and Hypothesis Development 40
3.3 Research Hypothesis Development 41
3.4 Research Design 43
3.5 Research Location 43
3.6 Population Sample 44
3.7 Measurement and Instrument 44
3.8 Data Collection Method 45
3.9 Variable and Measures 45
   3.9.1 Questionnaires Design 46
3.10 Pilot Test 50
3.11 Data Collection 51
3.12 Data Analysis 52
   3.12.1 Descriptive Statistics 53
   3.12.2 Inferential Statistics 54
3.13 Summary 54

CHAPTER FOUR : RESULTS AND FINDINGS

4.1 Introduction 55
4.2 Sample Characteristic 55
   4.2.1 Demographic Characteristics 56
4.3 Goodness of Measure 60
   4.3.1 Reliability Test 60
4.4 Descriptive Analysis 61
4.5 Correlation Matrix 65
4.6 Multi Regression Analysis 67
4.7 Summary of Findings 70
CHAPTER FIVE : DISCUSSION AND CONCLUSION

5.1 Introduction 71
5.2 Recapitulation of Findings 71
5.3 Discussions 74
  5.3.1 Performance Management System 74
  5.3.2 Training and Development 76
  5.3.3 Compensation and Benefits 77
5.4 Limitation of Research 78
5.5 Theoretical Implication 78
5.6 Managerial Implication 79
  5.6.1 Performance Management System 79
  5.6.2 Training and Development 82
  5.6.3 Compensation and Benefits 83
5.7 Recommendation for Future Research 84
5.8 Conclusion 85

REFERENCES 86

APPENDIX 1 : QUESTIONAIRES

APPENDIX 2 : SPSS OUTPUT (DATA ANALYSIS)
<table>
<thead>
<tr>
<th>Table</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table 3.0</td>
<td>Alpha Coefficient for Each section</td>
<td>51</td>
</tr>
<tr>
<td>Table 3.1</td>
<td>Interpretation of Strength of Correlation Coefficient</td>
<td>53</td>
</tr>
<tr>
<td>Table 4.0</td>
<td>Response Rate</td>
<td>56</td>
</tr>
<tr>
<td>Table 4.1</td>
<td>Frequency Distribution - Designation</td>
<td>56</td>
</tr>
<tr>
<td>Table 4.2</td>
<td>Frequency Distribution - Gender</td>
<td>57</td>
</tr>
<tr>
<td>Table 4.3</td>
<td>Frequency Distribution - Age</td>
<td>57</td>
</tr>
<tr>
<td>Table 4.4</td>
<td>Frequency Distribution - Race</td>
<td>58</td>
</tr>
<tr>
<td>Table 4.5</td>
<td>Frequency Distribution - Marital Status</td>
<td>58</td>
</tr>
<tr>
<td>Table 4.6</td>
<td>Frequency Distribution - Education Level</td>
<td>59</td>
</tr>
<tr>
<td>Table 4.7</td>
<td>Frequency Distribution - Length of Service</td>
<td>59</td>
</tr>
<tr>
<td>Table 4.8</td>
<td>Frequency Distribution - Department</td>
<td>60</td>
</tr>
<tr>
<td>Table 4.9</td>
<td>Instrument Reliability</td>
<td>61</td>
</tr>
<tr>
<td>Table 4.10</td>
<td>Descriptive Analysis for Major Variables</td>
<td>62</td>
</tr>
<tr>
<td>Table 4.11</td>
<td>Inter-correlation of the Major Variables</td>
<td>66</td>
</tr>
<tr>
<td>Table 4.12</td>
<td>Results of Regression Analysis</td>
<td>67</td>
</tr>
<tr>
<td>Table 5.0</td>
<td>A Summary of Result of Hypothesis Testing</td>
<td>73</td>
</tr>
<tr>
<td>Figure 3.0</td>
<td>Research Model</td>
<td>Page</td>
</tr>
<tr>
<td>------------</td>
<td>----------------</td>
<td>------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>41</td>
</tr>
</tbody>
</table>
CHAPTER ONE

INTRODUCTION

1.1 Background Of The Study

In every departmental sectors of the Malaysia government, human resource management is the function within an organization that focuses on recruitment of, management of, and providing direction for the people who work in the organization. Organizations responsible of handling and managing human resources for the government such as Jabatan Perkhidmatan Awam (JPA), Suruhanjaya Perkhidmatan Awam Malaysia (SPA) and Suruhanjaya Perkhidmatan Awam Negeri (SPAN) deals with issues related to public servants such as compensation, hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication, administration and training.

In a present age major issue of organisation management is implementation of effective human development strategies (Bhatti & Qureshi, 2007) such as working condition, employee participation, and commitment and satisfaction opportunity for employee with his/her job. It is common belief that public sector employees are motivated by sense of service or feeling to serve the public (client), that could be employee’s motivation to serve his nation and community. Realisation of employee’s altruistic needs does not mean his or her satisfaction with job in public sector organisation, which is determined by some other factors.
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REFERENCES


