

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

**A project paper submitted to the College of Business in partial fulfillment
of the requirement for the degree of Master Science of Management
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**By
Amutha A/P Mohan**

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A handwritten signature in black ink, appearing to read 'Muhammad', is written over a horizontal line.

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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 signifikan 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 the them can ensure the organization's goals achieved as whole.

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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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