

**IMPACT OF HUMAN RESOURCE PRACTICES ON  
FOREIGN WORKERS' JOB SATISFACTION:  
EVIDENCE FROM A MANUFACTURING FIRM IN MALAYSIA**

A project paper submitted to the College of Business  
to fulfill the requirements for the  
Master Degree of Human Resource Management,  
Universiti Utara Malaysia.

By:

YONG KONG HOCK (804019)

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**YONG KONG HOCK**  
**804019**  
College of Business  
Universiti Utara Malaysia  
06010 Sintok  
Kedah Darul Aman

Date : 15<sup>th</sup> May 2011

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## **ABSTRACT**

The purpose of this study is to examine and gain a better understanding of the impact of human resource practices on foreign workers job satisfaction in Plastic Centre Sdn. Bhd. Ninety foreign workers consist of 52 Bangladeshi and 38 Nepalese workers participated in this study. Data was obtained using questionnaires and analyzed using Statistical Package for Social Science (SPSS) version 16. Statistical analysis using regression analysis found the research model is marginally significant to explain the job satisfaction of these workers. Among the independent variable, only compensation were found to have an impact on foreign workers job satisfaction in Plastic Centre Sdn. Bhd. T-Test results also revealed that Nepalese workers and workers who possess only primary education, have higher job satisfaction working in Plastic Centre Sdn. Bhd. Based on these findings, recommendations and suggestions were made to the Board of Directors for Plastic Centre Sdn. Bhd. The scope of the study and future research opportunities in this area were also discussed.

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## **TABLE OF CONTENTS**

<b>Chapter</b>	<b>Page</b>
Declaration	i
Permission to Use	ii
Abstract	iii
Dedications and Acknowledgement	iv
Table of Contents	v
List of Tables	Viii
List of Figures	ix
List of Abbreviations	ix
 <b>Chapter One: Background of the Study</b>	
1.0 Introduction	1
1.1 Background of Foreign Workers Employment in Malaysia	1
1.2 Foreign Worker Employment in Plastic Industries	2
1.3 Background of Plastic Centre Sdn Bhd (PCSB)	4
1.4 Foreign Worker Employment in PCSB	4
1.5 Human Resource Practices in PCSB	5
1.6 Problem Statement	6
1.7 Research Questions	12
1.8 Research Objectives	12

1.9	Significance of Study	13
1.10	Definition of Terms	14
1.11	Organization of the Study	18

## **Chapter Two: Literature Review**

2.0	Introduction	20
2.1	The Concept of Job Satisfaction	20
2.2	The Theories of Job Satisfaction	27
2.3	Human Resource Management	30
2.4	Human Resource Practices and Job Satisfaction	32
2.5	Human Resource Planning and Job Satisfaction	34
2.6	Recruitment and Selections and Job Satisfaction	35
2.7	Training and Development and Job Satisfaction	36
2.8	Performance Appraisal and Job Satisfaction	40
2.9	Compensation and Job Satisfaction	43
2.10	Employee Relations and Job Satisfaction	47
2.11	Safety and Health and Job Satisfaction	54
2.12	Employee Benefits and Job Satisfaction	68
2.13	Summary	61

### **Chapter Three: Research Methodology**

3.0	Introduction	63
3.1	Theoretical Framework	63
3.2	Hypothesis Development	64
3.3	Research Design	65
3.4	Research Population	65
3.5	Sources of Data	66
3.6	Data Collection	66
3.7	Measurement and Instrumentation	67
3.8	Data Analysis	69
3.9	Summary	70

### **Chapter Four: Research Findings**

4.0	Introduction	71
4.1	Overview of Collected Data	71
4.2	Background of Respondents	72
4.3	Factor Analysis	74
4.4	Reliability Test	76
4.5	Descriptive Statistics	77
4.6	T-Test	78
4.7	Regression Analysis	79
4.8	Summary	81



## **Chapter Five: Conclusion and Recommendations**

5.0	Introduction	82
5.1	Discussion of Findings	82
5.2	Managerial Implications	87
5.3	Limitations of the Study	91
5.4	Recommendations for Future Study	92
5.5	Conclusions	92
	References	94
	Appendix: Survey Questionnaire	118

<b>List of Tables</b>	<b>Page</b>
Table 3.1: Layout of the Questionnaires	68
Table 4.1: Responses Rate	71
Table 4.2: Respondents Profile	72
Table 4.3: KMO & Barlett's Test Results	75
Table 4.4: Total Variance Explained	76
Table 4.5: Reliability Analysis	77
Table 4.6: Descriptive Statistic of the Variables	78
Table 4.7: T-Test	79
Table 4.8: Regression Analysis	79
Table 4.9: Coefficients <sup>a</sup>	80
Table 4.10: Summary of Hypotheses Testing Results	81

## **List of Figure**

Figure 3.1: Research Model

64

## **List of Abbreviations**

PCSB	-	Plastic Centre Sdn. Bhd.
3D	-	Dirty, Demeaning and Dangerous
MPMA	-	Malaysia Plastic Manufacturers Association
OTC	-	Over the Counter Products
GMP	-	Good Manufacturing Practices
ASEAN	-	Association of South East Asian Nations
MACC	-	Malaysian Anti Corruption Commission
SUHAKAM	-	Human Rights Commission
HRM	-	Human Resource Management
SPSS	-	Statistical Package for the Social Sciences
ECHP	-	European Community Household Panel

## **CHAPTER ONE**

### **BACKGROUND OF THE STUDY**

#### **1.0 Introduction**

This chapter presents an overview of the research background. It focuses on the introduction of topic in detail, including background of foreign workers employment in Malaysia, particularly in plastic industries and the company chosen for this study, namely Plastic Centre Sdn. Bhd. (PCSB). This chapter also aims to highlight the problem statement and the existing gap in literature related to the topic of human resource practices and job satisfaction.

#### **1.1 Background of Foreign Workers Employment in Malaysia**

The arrival of foreign workforce to Malaysia started in the early 1990's as the country's population could not keep pace with the wake of industrial revolution driven by the export oriented manufacturing sectors, especially in electric and electronic sectors. The government perceiving migrant workers as a cheap source of labor that could enhance the country's export competitiveness. In addition, these foreign workers were also needed to overcome the manpower shortage problem and most importantly a reasonable labor cost. The foreign workers get the opportunity not only to be employed but also to earn income to improve the livelihood of family members at country of origin.

Rapid economic development and tight labor supply across various sectors were the primary reasons for countries such as Malaysia, to increase its dependence on

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