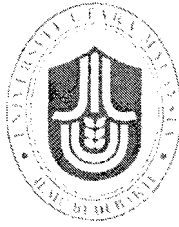


THE RELATIONSHIP OF JOB SATISFACTION AND HUMAN RESOURCE  
FACTORS TOWARDS EMPLOYEES OF  
PERMODALAN NASIONAL BERHAD

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Thesis Submitted to the Othman Yeop Abdullah  
Graduate School of Business, Universiti Utara Malaysia,  
In Fulfilment of the Requirement for the  
Master of Human Resource Management  
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## **ABSTRAK**

Kajian ini adalah untuk mengkaji tentang faktor-faktor sumber manusia yang menyumbang terhadap kepuasan bekerja di kalangan kakitangan di Permodalan Nasional Berhad (PNB) khususnya di ibu pejabat, Kuala Lumpur. Kajian ini menggariskan lima objektif utama. Objektif pertama kajian ini adalah untuk menentukan tahap kepuasan kerja oleh kakitangan PNB. Objektif kedua adalah untuk mengenal pasti hubungan fungsi kerja semasa dengan kepuasan kerja di kalangan kakitangan PNB.

Manakala objektif ketiga adalah untuk membezakan hubungan kejurulatihan dan bimbingan dengan kepuasan kerja di kalangan pekerja PNB. Objektif keempat adalah untuk membezakan hubungan pampasan dan bayaran gaji dengan kepuasan kerja di kalangan pekerja PNB. Objektif kelima untuk membezakan hubungan pembangunan kerjaya dan peluang dalam syarikat dengan kepuasan kerja di kalangan pekerja PNB.

Hasil kajian ini menunjukkan bahawa secara umumnya kakitangan PNB mempunyai kepuasan kerja pada tahap yang sangat baik. Antara faktor-faktor yang memberi kepuasan kerja di kalangan kakitangan PNB adalah fungsi kerja semasa, kejurulatihan dan bimbingan, pampasan dan bayaran gaji serta pembangunan kerjaya dan peluang dalam syarikat.

Dalam kajian ini, kebolehpercayaan ujian responden dengan menggunakan ujian Cronbach Alpha. Hasil kajian menunjukkan kadar kepuasan kerja di kalangan pekerja PNB adalah sangat baik iaitu pada bacaan 0.866.

## **ABSTRACT**

This study is to investigate the human factors that contribute to job satisfaction among employees in the Permodalan Nasional Berhad (PNB), particularly at headquarters, Kuala Lumpur. It has five main objectives. The first objective of this study was to determine the level of job satisfaction by employees of PNB. The second objective was to identify current job function relationship of job satisfaction among employees of PNB.

While the third objective is to distinguish between coaching and mentoring relationship with job satisfaction among employees of PNB. The fourth objective is to distinguish the relationship of compensation and payment of salaries by job satisfaction among employees of PNB. The objective of the fifth to distinguish the relationship of career development and opportunities in companies with job satisfaction among employees of PNB.

The study also shows that in general staff job satisfaction PNB has a very good level. Among the factors that provide job satisfaction among employees of PNB is a function of the current work, kujurulatihan and coaching, compensation and payment of salaries and career development and opportunities within the company.

In this study, the reliability of test respondents using Cronbach Alpha test. The results showed that the rate of job satisfaction among employees of PNB is very good at reading 0.866.

## ACKNOWLEDGEMENTS

**In the name of ALLAH S.W.T., the Most Gracious and the Most Merciful.**

Praises and gratitude to the almighty Allah s.w.t., the most Gracious and the Most Merciful for giving me the drive, patience, strength and motivation to complete this project paper. The motivation lies from the prophet saying (translated) “Seek knowledge from the cradle to the grave”. The Prophet further says (translated) “To spend more time in learning is better than spending more time praying; the support of religion is abstinence”. It is better to teach knowledge one hour in the night than to pray all night”, and “Whoever seeketh knowledge and findeth it, it will get two rewards; one of them the reward for desiring it and the other for attaining it; even if he do not attain it, for him is one reward”.

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## **LIST OF ABBREVIATIONS**

CDO	:	Career Development and Opportunity
CG	:	Coaching and Guiding
CJF	:	Current Job Function
CP	:	Compensation and Pay
DV	:	Dependent Variable
IV	:	Independent Variables
JDI	:	Job Descriptive Index
MSQ	:	Minnesota Satisfaction Questionnaire
PNB	:	Permodalan Nasional Berhad
SPSS	:	Statistical Package for the Social Sciences

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.0 General Overview**

This chapter inclusive of five parts namely; (1) Background of the Study, (2) Problem Statement, (3) Research Questions, (4) Research Objectives, (5) Scope of Study, (6) Limitation of Study, (7) Significance of Study and (8) Organization of the Project paper.

Part One; the Background of the Study explain about the job satisfaction and human resource factors in the workplace environment in Permodalan Nasional Berhad. Part Two; Problem Statement, describes the human resource factors towards job satisfaction. Part Three; Research Questions, where respondents have to answer a total of 42 questions. Part Four; Research Objectives, there are five objectives to achieve for this study.

Part Five of this chapter is on the Scope of Study. Part Six is about the limitation of study and the Part Seven is about the Significance of Study. The elaboration of the organization of the remaining chapters of this study is stated in final part of this chapter.

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