

**FACTORS INFLUENCING JOB SATISFACTION AMONG EMPLOYEES:  
A CASE STUDY OF HOTEL TAIPING PERDANA**

**By**

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## **ABSTRAK**

Kajian ini dijalankan adalah untuk melihat isu mengenai tahap kepuasan bekerja di kalangan pekerja di Hotel Taiping Perdana. Tujuan utama kajian ini adalah untuk mengenal pasti sebarang hubungan antara gaji, penyeliaan, bekerja sendiri, keadaan tempat kerja, peluang kenaikan pangkat dan kepuasan bekerja. Pembolehubah bersandar adalah kepuasan bekerja manakala pembolehubah bebas adalah gaji, penyeliaan, bekerja sendiri, keadaan tempat kerja dan peluang kenaikan pangkat.

Kajian ini dijalankan dengan menggunakan kaedah kuantitatif iaitu data dikumpul dengan menggunakan set borang soal selidik. Set soal selidik digunakan bagi mendapatkan maklum balas daripada responden. Sampel kajian ini terdiri daripada pekerja Hotel Taiping Perdana seramai 68 responden (85 peratus) telah terlibat dalam kajian ini.

Hasil kajian menunjukkan bahawa terdapat hubungan positif di antara gaji, penyeliaan, keadaan tempat kerja, peluang kenaikan pangkat dan kepuasan bekerja. Hal ini menunjukkan bahawa pekerja berasa puas hati bekerja di Hotel Taiping Perdana.

Kajian ini telah memberi pemahaman yang lebih baik mengenai faktor-faktor yang mempengaruhi kepuasan bekerja di dalam industri hotel. Walaubagaimanapun masih terdapat ruang untuk menjalankan penyelidikan tambahan bagi mengisi jurang yang belum diselesaikan dalam kajian ini. Hasil kajian ini telah memberi faedah kepada Hotel Taiping Perdana terutamanya pihak pengurusan dalam mengetahui tahap kepuasan pekerja mereka. Cadangan-cadangan di dalam bab akhir mengusulkan kajian selanjutnya di masa hadapan.

## **ABSTRACT**

This study was conducted to gain view on the issue of job satisfaction in a Hotel Taiping Perdana among the employees. The main purpose of this study is to determine relationship between pay, supervision, work itself, work conditions, promotion opportunities and job satisfaction. The dependent variable is job satisfaction while the independent variables are pay, supervision, work itself, work conditions, promotion opportunities.

This study is conducted through quantitatively method where data is collected using a set of questionnaire. Survey questionnaires were used in order to obtain feedback from respondents. Samples of this research were the employees of Hotel Taiping Perdana where a total of 68 respondents (85 percent) took part in the survey.

The findings show that there is a positive significant relationship between pay, supervision, work conditions, promotion opportunities and job satisfaction. This show, employees feel satisfied when they worked at Hotel Taiping Perdana.

The study provides a better understanding regarding the factors affecting job satisfaction in hotel industry. Thus, it emphasizes that there is still a need to conduct additional research to filling the gaps that not been solved in the current study.

The findings of this study is of immerse benefits to the Hotel Taiping Perdana and will enable to gain better competitive advantage to be able to compete among local and international hotel. Since the findings will assist the hotel organization to know the best way of satisfying their employees. Furthermore, in the final chapter, some recommendations were provided for future use to any researcher in this academic field.

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## **OPERATION DEFINITION**

**Employee:** hired and co-workers in organizations that been paid and do their task based on task oriented.

**Employee's Job Satisfaction:** the emotional feedback and response towards their jobs and organization.

**Employee's Satisfaction:** a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences.

**Employee's Loyalty:** the intention of behavioral of a employees to patronizes their services to an organizations.

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.0 Introduction**

This chapter forms and include about introduction of the research and it provide, general explanation and overview for the entire research process. This research mainly focuses and analyses about hotel employees satisfaction's to the organization and their work. This chapter discusses about the background of the study, problem statement, research objectives, research questions, significance of the study, scope of the study, definition of terms, limitations of the study and summary of this first chapter and this research focus and only refer to the Hotel Taiping Perdana in Taiping, Perak.

#### **1.1 Background of The Study**

The concept of job satisfaction, though of greatly recent origin, is closely linked to motivation in the workplace and is a contributing factor in improved performance in the workplace. Employee job satisfaction has a direct impact on a company's productivity, efficiency, and ultimately its bottom line (Robbins & Judge, 2009). Assessing job satisfaction levels requires results from an employee opinion survey, comments from employee focus groups, observation of workplace attitudes and interaction (Byars & Rue, 2008).

Currently, job satisfaction has been a main concern and attention in organization nowadays. Organizations realize that employee job satisfaction now become as the essential element to increase employees loyalty and as business is running up and

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