

JOB SATISFACTION AMONG EXECUTIVE LEVEL AT A LOCAL BANK

A project paper submitted to the Othman Yeop Abdullah Graduate School of Business in partial fulfillment of the requirements for Master of Science (Management)

Universiti Utara Malaysia

BY:

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ABSTRACT

The purpose of this study is to examine and gain a better understanding of job satisfaction among executive level at AmBank (M) Berhad, Region 1(Penang, Kedah & Perlis). Data were collected from AmBank (M) Berhad, Region 1. Questionnaires were used and analyzed using Statistical Package for Social Science (SPSS) version 19. Using correlation analysis, it was found that there was a significant relationship between the independent variables, namely leadership of management, salary (pay) and career advancement with the dependent variable, employees' job satisfaction. Among the independent variables, leadership of management was found to be the factor which influenced most significantly employees' job satisfaction in AmBank (M) Berhad, Region 1.

ABSTRAK

Tujuan kajian ini adalah untuk meneliti dan mendapatkan pemahaman yang lebih baik kepuasan kerja di kalangan peringkat eksekutif di AmBank (M), Wilayah 1 (Pulau Pinang, Kedah & Perlis). Data yang dikumpul adalah dari AmBank (M) Berhad, Kawasan 1. Soal selidik telah digunakan dan dianalisis dengan menggunakan Pakej Statistik untuk Sains Sosial (SPSS) versi 19. Menggunakan analisis korelasi, didapati bahawa terdapat hubungan yang signifikan antara pembolehubah tak bersandar, iaitu kepimpinan pengurusan, gaji (gaji) dan kemajuan kerjaya dengan pembolehubah bersandar, kepuasan kerja pekerja. Antara pembolehubah bebas, kepimpinan pengurusan telah didapati menjadi faktor yang mempengaruhi paling ketara kepuasan kerja pekerja Berhad AmBank (M), Wilayah 1.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

This chapter researcher will discusses an overview of background of study and organization profile. The problem statement is focusing on the impact of leadership, salary and career advancement on job satisfaction among executive level at a local bank. In addition, it also highlighted on the research questions, research objectives, scope of the study and significant of the research.

1.2 BACKGROUND OF STUDY

This study looked into job satisfaction among executive level at a local bank in Malaysia. The focus of this study is to determine whether the level of job satisfaction correlate with leadership management, salary and career advancement in the organization. Job satisfaction can be defined as an attitudinal state reflecting all the affective feeling that a person has about their job (Spector, 1997). It is an aggregate variable reflecting satisfaction towards facets of job including growth, pay, co-worker and supervisors that contribute toward general satisfaction in varying degrees (Smitch, 1992). Nevertheless, job satisfaction is not just a combination of these facets but also a separate single concept of general job satisfaction (Hackman & Oldham, 1975; Smith 1992) and it is important to measure job satisfaction as a general concept separated from its facets (Hackman & Oldham, 1975).

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