

**FACTORS AFFECTING JOB SATISFACTION AMONG EMPLOYEES IN
AMANAH SAHAM NASIONAL BERHAD, FEDERAL TERRITORY AND
SELANGOR**

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**UNIVERSITI UTARA MALAYSIA
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SELANGOR**

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**Thesis Submitted to the Othman Yeob Abdullah
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Master Of Human Resource Management
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DISCLAIMER

I declare that that the substance of this project paper has never been submitted for any degree or post graduate program and qualifications.

I certify that all the supports and assistance received in preparing this project paper and all the sources abstracted have been acknowledge in this stated project paper.

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ABSTRACT

In supporting the National Economic Policy (NEP) particularly in assisting the economic status of the Bumiputra, the government through Yayasan Pelaburan Bumiputra (YPB) created Permodalan Nasional Berhad (PNB) in 1978 as a mechanism to promote national unity through equal wealth distribution. Amanah Saham Nasional Berhad (ASNB) was later set up by PNB to manage funds in form of trust fund or also known as unit trust which in return would generate income for its unitholder, initially the Bumiputra through Amanah Saham Nasional Scheme. As economic status improving, many other unit trust schemes were created through ASNB and open up to other than Bumiputra. Looking into the important role and responsibility of ASNB as part of the economic mechanism, the purpose of this study is to look into factors which influence job satisfaction of its employees in serving 9 million account holders with investment worth RM120 billion. Measurement in mean and standard deviation enable analysis to be done in order to identify the main factors affecting ASNB employees' job satisfaction. This study involves questionnaire being distributed in four ASNB offices which is in Federal Territory and Selangor. Out of 150 questionnaires, 129 respondents resulted in moderate in status. Four (4) variables perceived as important were measured involved job satisfaction (3.6537), human resource practice-salary (3.7635) and promotion (3.3255), working environment (3.4354) and personnel values (3.7175). Furthermore, the result from the Pearson Correlation Coefficient shows human resource practice-salary and promotion, working environment and personnel values had positive relationship to the job satisfaction in ASNB Federal Territory and Selangor. Linear regression also shows three most significant relationships towards the job satisfaction among ASNB Federal Territory and Selangor employees which is personnel values ($\beta = 0.496$, $p = 0.000$), human resource practice-salary ($\beta = 0.293$, $p = 0.000$) and human resource practice-promotion ($\beta = 0.184$, $p = 0.002$). 0.768 or 76.8% as the contributor factor towards job satisfaction were derived through the r square as the contributor factor towards job satisfaction. In this study it is found that human resources practice, working environment, and individual/personal values dimensions have influence on job satisfaction as the main factors in ASNB Federal Territory and Selangor and needed to be taken seriously for further improvement.

ABSTRAK

Sebagai usaha menyokong Dasar Ekonomi Baru khususnya dalam membantu status ekonomi Bumiputra, kerajaan menerusi Yayasan Pelaburan Bumiputra (YPB) telah menubuhkan Permodalan Nasional Berhad (PNB) dalam tahun 1978 sebagai mekanisma membantu mengeratkan perpaduan negara menerusi pembahagian kekayaan secara adil. Amanah Saham Nasional Berhad (ASNB) kemudiannya ditubuhkan oleh PNB untuk menguruskan dana dalam bentuk dana amanah atau juga dikenali sebagai unit amanah yang mana hasilnya akan menjana pulangan pendapatan kepada pemegang unit. Pada peringkat awal penubuhan, hanya Bumiputra melalui Sekim Amanah Saham Nasional telah diwujudkan dan seterusnya lain-lain skim unit amanah telah diwujudkan untuk selain Bumiputra. Melihat kepada peranan penting dan tanggungjawab ASNB sebagai sebahagian dari mekanisma ekonomi, tujuan kajian ini adalah untuk mengkaji factor-faktor yang mempengaruhi kepuasan pekerja di dalam memberi khidmat kepada 9 juta pemegang akaun dengan jumlah pelaburan sebanyak RM120 Billion. Pengukuran dalam min dan sisihan piawai membolehkan analisis yang dilakukan untuk mengenal pasti factor utama yang mempengaruhi kepuasan kerja di kalangan pekerja ASNB. Kajian telah melibatkan soal-an kaji selidik berkenaan diedarkan di empat pejabat ASNB iaitu di Wilayah Persekutuan dan Selangor. Daripada 150, 129 responden menunjukkan mereka berada di tahap sederhana. Empat (4) pembolehubah yang dianggap sebagai penting diukur untuk tahap kepuasan kerja (3.6537), amalan sumber manusia – gaji (3.7635) dan kenaikan pangkat (3.3255), persekitaran kerja (3.4354) dan nilai individu (3.7175). *Pearson Correlation Coefficient* pula menunjukkan amalan sumber manusia- gaji dan kenaikan pangkat, persekitaran kerja dan nilai individu mempunyai hubungan yang positif dengan kepuasan kerja di ASNB Wilayah Persekutuan dan Selangor. Regresi linear juga menunjukkan tiga hubungan yang paling ketara kearah kepuasan kerja di kalangan pekerja di ASNB Wilayah Persekutuan dan Selangor iaitu nilai individu ($\beta = 0.496$, $p = 0.000$) amalan sumber manusia- gaji ($\beta = 0.293$, $p = 0.000$) dan amalan sumber manusia- kenaikan pangkat ($\beta = 0.184$, $p = 0.002$). Sebanyak 0.768 atau 76.8 % merupakan factor penyumbang ke arah kepuasan kerja telah diperolehi melalui *r square* sebagai faktor penyumbang ke arah kepuasan kerja. Kajian ini mendapati bahawa amalan sumber manusia, persekitaran kerja dan nilai individu mempunyai pengaruh terhadap kepuasan kerja sebagai faktor utama di ASNB Wilayah Persekutuan dan Selangor dan perlu diambil kira sebagai penentu di dalam sebarang penambahbaikan di masa hadapan.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

Almost everyone has always wanted satisfaction in life, both in terms of physical or spiritual nature. Meaning of these words seems like a speech that contains elements of abstract which difficult to describe in words. The fact is that job satisfaction is something that continues to be the destiny to pursue in one's life as to self benefits or onto others. Each individual will have an appropriate level of satisfaction with certain values that apply to him. The higher the level of expectation means the higher will be the level of satisfaction (Mohd As'ad, 1978). According to Hoppock (1977), job satisfaction is an assessment of an employee towards his job as a whole.

Job satisfaction level varies according to individual influence by the values prevailing in each of them. The higher the level of aspectation are met at work in accordance with the interest of the individual, the higher the perceived level of satisfaction. Job satisfaction is a person's general attitude towards work which shows the difference between the number of awards received by workers and the amount they believe they should receive (Robbins, 2003:78). Greenberg and Baron (2003:148) described job satisfaction as a positive or negative attitude by individuals on their work. Besides Gibson (2000:106) states that job satisfaction as an attitude held by workers about their jobs. It was a result of their perception of the job.

Researchers such as Herzberg (1959), Mc Gregor (1960) and Maslow (1970) have stressed that job satisfaction is the single most important human needs and must be met, especially for reaching a the stage of perfection in life.

Moreover, job satisfaction is also understood as a form of feeling and expression of a person when he is able or unable to meet the expectations of the work process and performance. Arising from the transformation of emotions and thoughts which led to his attitude or value of something that been worked on and earned. In practice the degree of

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