THE ROLES OF NON-MONETARY BENEFIT, PAY, NATURE OF WORK AND RECOGNITION TOWARDS JOB SATISFACTION AMONG EMPLOYEE IN MANUFACTURING COMPANY IN PENANG

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The job satisfaction is necessary to promote functional employee behaviours. The job satisfaction of its workers means a work force that is motivated and committed to high quality performance for their work. Job satisfaction can be an important indicator of how employees feel about their jobs and a predictor of work behaviours. And, securing commitment and retaining good employees are very important to achieve stability and reduce costly turnover in every company. Therefore, the purpose of this study is to identify the roles of non-monetary benefit, pay, nature of work and recognition towards job satisfaction among employees in the manufacturing company in Penang. The data were analysed using “statistical Package for Social Sciences” (SPSS version 20). Statistical techniques used were as Pearson correlation, Simple Regression and ANOVA test to determine the relationships of variables. A total of 92 of questionnaires were distributed to respondents at their places of work, then completed and returned by respondents. Using 5 likert of scale containing five choices from 1 (Strongly Agree) to 5 (Strongly Disagree) using to associate the variables of dependence and independence. The results indicate that employees at manufacturing companies in Penang expressed that the roles of nature of work emerged as major source of satisfaction, followed by pay. The non-monetary benefit and recognition are the third and fourth important factors to satisfy the employee’s in their daily work. The overall conclusion stated that there are positively relationships between the four independence variable toward dependent variable, job satisfaction among employee in manufacturing company. From this study, the finding contributes the outcome of the study as a guideline for managerial to identify and understand the employee job satisfaction after identify the main job satisfier and relate the job satisfaction variables in the company.
ABSTRAK

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CHAPTER 1

INTRODUCTION

1.1 Background of Study

Today's managers find it hard to ignore the issue of job satisfaction at a time when the demand of meaningful work is increasing. There are two main reasons why managers are concerned with job satisfaction. First, they have a moral responsibility to do what they can to provide their employees with a satisfying work environment. Second, they believe that the behaviour of satisfied workers will make positive contributions to the organization. Some studies have shown that job satisfaction have a direct effect on turnover (Fishbein & Ajzen, 1975; Fishbein, 1980). Therefore the viable organization must achieve a minimum level of productivity and also provide a minimum level of job satisfaction for its members. This is very much true especially in the manufacturing sector in Penang where the labour market is very tight. Many companies are having problems with high labour turnover and difficulty in hiring new employees. There is immense competition for the scarce resource that has resulted in an increased cost of labour. So companies are seeking ways to improve productivity and reduce turnover without having to hire more employees. This can only be done if the company can keep their existing employees satisfied. As the saying goes "a happy worker is a contented worker".
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REFERENCES


