THE RELATIONSHIP BETWEEN JOB CRAFTING AND JOB PERFORMANCE AND THE MEDIATING EFFECTS OF JOB SATISFACTION: A STUDY ON WAREHOUSE WORKER IN BUKIT KAYU HITAM, KEDAH MALAYSIA

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MASTER OF SCIENCE (MANAGEMENT) UNIVERSITI UTARA MALAYSIA DECEMBER 2014

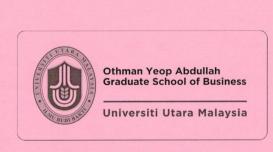
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Thesis Submitted to
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(Management)

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ABSTRACT

This work aims to examine the relationship between job crafting and job performance. It also aims to test the mediating role of job satisfaction in these relationships. Warehouse worker in Bukit Kayu Hitam, Malaysia was a respondent. Data was collected through a questionnaire survey of 120 respondents using the approach of quantitative research methods. A total number of 120 respondents were given questionnaires to fill but only 84 questionnaires were retrieved back for analysis. The overall findings indicated that there are relationships between job crafting and job performance. The result suggested that there is a significant and positive relationship. Moreover, it was also found that job satisfaction was partially mediated the relationships between job crafting and job performance. This study is limited in term of sample size. Therefore, future researches should choose the larger population so that sample size can be bigger. Employee job performance is important towards the organization operation. Employee should be given opportunity to improve their job performance and one of the ways was through job crafting. Job crafting not only can increase job satisfaction but also can increase job performance.

Keywords: Job Performance, Job Crafting, Job Satisfaction and Logistics.

ABSTRAK

Tujuan utama kajian ini adalah untuk mengenal pasti hubungan antara pengukiran kerja dengan prestasi kerja. Kajian ini juga bertujuan menguji kesan pemboleh ubah pengantara iaitu kepuasan kerja didalam hubungan ini. Pekerja gudang di Bukit Kayu Hitam, Kedah Malaysia menjadi responden. Data dikumpul melalui soal selidik daripada 120 responden menggunakan pendekatan kaedah penyelidikan kuantitatif. 120 orang responden diberi soalan kaji selidik tetapi hanya 84 soalan kaji selidik dipulangkan untuk dikaji. Keseluruhan dapatan menunjukkan bahawa terdapat hubungan antara pengukiran kerja dan prestasi kerja. Hasilnya mencadangkan bahawa terdapat hubungan yang signifikan dan positif. Tambahan pula, hasil dapatan menunjukkan pembolehubah dalam hubungan antara pengukiran kerja dan prestasi kerja. Kajian ini mempunyai batasan dari segi saiz sampel kajian. Untuk pengkaji masa hadapan perlu memilih populasi yang lebih besar supaya sampel saiz kajian menjadi lebih besar. Prestasi kerja pekerja sangat penting dalam operasi setiap organisasi. Pekerja seharusnya diberi peluang untuk meningkatkan prestasi kerja dan salah satu caranya melalui pengukiran kerja. Pengukiran kerja bukan sahaja boleh meningkatkan kepuasan kerja tetapi boleh juga meningkatkan prestasi kerja.

Kata kunci: Prestasi Kerja, Pengukiran Kerja, Kepuasan Kerja dan Logistik.

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LIST OF ABBREVIATION

EFA Exploratory Factor Analysis

KMO Kaiser-Meyer-Olkin

CHAPTER 1

INTRODUCTION

1.0: Introduction and Background of the Study

Nowadays, business environments keep on changing. So, the workers also need to make some changes to adapt to the situation. Job crafting can plays a role in this changing business environment. Employee job performance should be analyzed together with job crafting to make sure it is synchronized well with the changing of business environment.

Even in Malaysia, in all industry their business environment also keeps on changing. So in this current situation, whether the workers or employees in Malaysia can faces this challenges and either job crafting can play their role in this situation. Even in the warehouse and logistic business environment also changed from traditionally warehouse that operate as a place to keep the stock now turn into more integrated and play a very important role in supply chain.

There are many systems, procedure and activities can be done in the warehouse nowadays. So to have well performance worker, satisfaction worker and more is crucial to the warehouse companies since the worker is mainly one who operates the warehouse. Without the good performance workers the warehouse companies cannot be operate efficiently and it affect the performance and productivity of the warehouse itself.

The contents of the thesis is for internal user only

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