

**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)
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By

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**Thesis Submitted to
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(Management)**

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EFFECTS OF JOB SATISFACTION: A STUDY ON WAREHOUSE WORKER IN BUKIT KAYU
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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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TABLE OF CONTENT

Title Page	i
Certification of Thesis Work.....	ii
Permission to Use.....	iii
Abstract.....	iv
Abstrak (Malay).....	v
Acknowledgements.....	vi
Table of Contents.....	vii
List of Tables.....	x
List of Figures.....	xi
List of Appendices.....	xii
List of Abbreviations.....	xiii
CHAPTER 1: INTRODUCTION.....	1
1.0: Introduction and Background of Study.....	1
1.1: Problem Statement.....	2
1.2: Research Questions.....	5
1.3: Research Objectives.....	5
1.4: Significance of Study.....	5
1.5: Scope and Limitation of Study.....	7
1.6: Definition of Key Term.....	7
1.7: Organization of Study.....	8
CHAPTER 2: LITERATURE REVIEW.....	9
2.0: Introduction.....	9
2.1: Warehouse Definition and Activities.....	9
2.2: Job Performance.....	11
2.3: Job Crafting.....	14

2.4: Job Satisfaction.....	17
2.5: Conceptual Framework.....	19
2.5.1: Independent Variable.....	19
2.5.2: Dependent Variable.....	19
2.5.3: Mediating Variable.....	19
2.6: Research Hypotheses.....	20
2.7: Summary.....	21
CHAPTER 3: METHODOLOGY.....	22
3.0: Introduction.....	22
3.1: Research Design.....	22
3.1.1: Types of Study.....	22
3.1.2: Sources of Data.....	22
3.1.3: Unit of Analysis.....	23
3.1.4: Population and Sampling Technique.....	23
3.2: Measurement.....	24
3.3: Data Collections and Methods.....	26
3.4: Reliability Test and Validity Test.....	26
3.4.1: Reliability Test.....	26
3.4.2: Validity Test.....	27
3.5: Data Analysis Technique.....	29
3.6: Summary.....	30
CHAPTER 4: RESEARCH FINDINGS.....	31
4.0: Introduction.....	31
4.1: Response Rate.....	31
4.2: Data Screening.....	32
4.3: Profile of Respondents.....	33
4.3.1: Gender.....	34
4.3.2: Age.....	34

4.3.3: Race.....	34
4.3.4: Marital Status.....	35
4.3.5: Educational Level.....	35
4.3.6: Monthly Income.....	35
4.3.7: Length of Service.....	36
4.4: Descriptive Statistics of Variables Study.....	36
4.5: Hypotheses Testing.....	37
4.5.1: Relationship between Job Crafting and Job Performance.....	37
4.5.2: The Effects of Job Satisfaction as a Mediator on Job Crafting and Job Performance.....	38
4.6: Summary of Findings.....	40
4.7: Summary.....	40
CHAPTER 5: DISCUSSION AND CONCLUSION.....	41
5.0: Introduction.....	41
5.1: Discussion of Results.....	41
5.1.1: Research Objective and Question 1: Job Crafting and Job Performance.....	42
5.1.2: Research Objective and Question 1: Job Crafting and Job Performance, Job Satisfaction as A Mediator.....	43
5.2: Implication of Study.....	44
5.2.1: Theoretical Implication.....	44
5.2.2: Practical Implication.....	45
5.3: Recommendation for Future Research.....	46
5.4: Conclusion.....	47
References.....	48
Appendices.....	53

LIST OF TABLES

Table 2.1: Fundamental Warehouse Operation.....	10
Table 2.2: Factors for Engaging in Job Crafting	15
Table 2.3: Dimensions of Job Satisfaction	18
Table 3.1: No. of Workers at the Warehouse Companies at Bukit Kayu Hitam.....	23
Table 3.2: Reliability Test Result for Each Variables.....	27
Table 3.3: KMO, Bartlett's Test of Sphericity and Factor Loading (Job Crafting).....	28
Table 3.4: KMO, Bartlett's Test of Sphericity and Factor Loading (Job Satisfaction).....	28
Table 3.5: KMO, Bartlett's Test of Sphericity and Factor Loading (Job Performance).....	29
Table 4.1: Result for Normality Test.....	32
Table 4.2: Respondent Profile.....	33
Table 4.3: Descriptive Statistics of the Study Variable.....	36
Table 4.4: Correlations for Study Variables.....	37
Table 4.5: Result of Mediation Effects of Job Satisfaction on the Relationship between Job Crafting and Job Performance.....	38
Table 4.6: Analysis Influence Job Satisfaction on the Relationship between Job Crafting and Job Performance.....	39
Table 4.7: Summary of Hypotheses Testing.....	40

LIST OF FIGURES

Figure 2.1: Conceptual Framework	20
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LIST OF APPENDICES

Appendix A: Research Questionnaire.....	53
Appendix B: Respondents' Profile.....	63
Appendix C: Descriptive Statistics.....	66

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 play 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 face 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.

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