THE RELATIONSHIP BETWEEN HUMAN RESOURCE

MANAGEMENT PRACTICES AND JOB SATISFACTION:

A CASE STUDY AMONG CIVIL SERVANTS IN PUTRAJAYA.

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THE RELATIONSHIP BETWEEN HUMAN RESOURCE MANAGEMENT PRACTICES AND JOB SATISFACTION: A CASE STUDY AMONG CIVIL SERVANTS IN PUTRAJAYA

A project paper submitted to the Othman Yeop Abdullah Graduate School of Business, Universiti Utara Malaysia in partial fulfilment of the requirement for the degree of Master of Human Resource Management

By

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ABSTRACT

The purpose of this study was to determine the relationship between Human Resource Management (HRM) practices and job satisfaction among civil servants in Putrajaya, Malaysia. Four independent variables namely compensation, performance appraisal, training and development and career advancement have been selected for this study. The employees from a front liner agency in Putrajaya been selected as a target population. The survey was conducted using questionnaire and distributed randomly to the respondents. A total of 300 questionnaires were distributed and only 200 sets were returned and useable.

Research findings revealed that there were a positive relationship between independent variables (HRM practices) and dependent variable (job satisfaction), however the regression analysis result indicate only three of the HRM practices namely compensation, performance appraisal and career advancement were significant with job satisfaction. Recommendations and implications for future research and practise have also discussed.

Keywords: HRM Practices, Job Satisfaction, Civil Servant

ABSTRAK

Tujuan kajian ini adalah untuk menentukan hubungan antara amalan Pengurusan Sumber Manusia (HRM) dengan kepuasan kerja di kalangan kakitangan awam di Putrajaya, Malaysia. Empat pembolehubah bebas iaitu gaji, penilaian prestasi, latihan dan pembangunan dan kemajuan kerjaya telah dipilih untuk kajian ini. Pekerja daripada agensi barisan hadapan di Putrajaya telah dipilih sebagai populasi sasaran. Kaji ini dijalankan menggunakan kaedah soal selidik dan borang soal selidik telah diedarkan secara rawak kepada responden untuk tujuan tersebut. Sebanyak 300 set borang soal selidik telah diedarkan dan hanya 200 set borang telah dikembalikan dan digunakan bagi kajian ini.

Hasil kajian menunjukkan terdapat hubungan yang positif antara pembolehubah bebas (amalan HRM) dan pembolehubah bersandar (kepuasan kerja), bagaimanapun hasil analisis regresi menunjukkan hanya tiga daripada amalan HRM iaitu gaji, penilaian prestasi dan kemajuan kerjaya mempunyai signifikasi dengan kepuasan kerja. Implikasi penyelidikan dan cadangan amalan masa depan juga turut dibincangkan.

Kata kunci*: Amalan Pengurusan Sumber Manusia (HRM), Kepuasan Kerja, Kakitangan Awam*

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INTRODUCTION

1.1 BACKGROUND OFTHE STUDY

Today's work environment is undergoing a major shift; factors such as globalization, growing economies, and improved technology are constantly presenting new challenges and creating new opportunities for people. With these changes, people's perceptions regarding their jobs are also changing.

As the world is becoming more complex, the importance of job satisfaction and releasing human potential at every level of the organization becomes more and more important. This was realized by the psychologist McGregor over four decades ago. The current value of the McGregor's work has been described by Heil et al. (2000, p.3):

"…Those businesses that thrive today are not necessarily those with the most valuable resources, the greatest market share, or the most capital (though none of these hurt); rather, those businesses that are able to tap their human potential in the most productive manner are the ones who enjoy enduring success. This is the world that Douglas McGregor envisioned."

The contents of the thesis is for internal user only

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