

**THE RELATIONSHIP BETWEEN HUMAN
RESOURCE PRACTICES AND JOB
SATISFACTION AMONG EMPLOYEES IN
CREDIT UNION:
A STUDY OF KKP
(KOPERASI KREDIT PEKERJA-PEKERJA
BERHAD)**

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**MASTER OF HUMAN RESOURCES
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August 2013**

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BERHAD)**

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Othman Yeop Abdullah
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EMPLOYEES IN CREDIT UNION: A STUDY OF KKP (KOPERASI KREDIT PEKERJA-PEKERJA
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ABSTRACT

Job satisfaction among employees is an important element in any organization. Based on this agenda, this study looks upon the relationship between human resources practices and job satisfaction in non profit organization which is Koperasi Kredit Pekerja-Pekerja Berhad (KKP). The components of human resource practices such as training and development, performance appraisal, pay, promotion and career development, and benefits will be evaluated in appraising the existence of relationship between human resource practices and job satisfaction in Koperasi Kredit Pekerja-Pekerja Berhad. A total of 96 respondents were participated as sample of study by using questionnaires and the data was analyzed by “Statistical Package for Social Science” (SPSS Window) Version 20.0. The tests that involved are Pearson Correlation, Anova and Regression. The findings of the study show that components of human resources practices namely training and development, performance appraisal, pay, and promotion and career development have significant relationship over job satisfaction in Koperasi Kredit Pekerja-Pekerja Berhad. Furthermore, through regression analysis, the component of pay has been identified as the most influential instrument that determines the level of job satisfaction compared to other variables in Koperasi Kredit Pekerja-Pekerja Berhad. At the same time, it is suggested in this research that further study to be conducted in larger scale in order to provide an overall analysis of human resources practices and job satisfactions among credit unions in Malaysia.

Keywords: Human Resource Practices, Job Satisfaction, Koperasi Kredit Pekerja-Pekerja Berhad

ABSTRAK

Kepuasan kerja di kalangan pekerja adalah elemen penting dalam mana-mana organisasi. Berdasarkan agenda ini, kajian ini kelihatan kepada hubungan antara amalan sumber manusia dan kepuasan kerja dalam organisasi bukan keuntungan yang Koperasi Kredit Pekerja-Pekerja Berhad (KKP). Komponen amalan sumber manusia seperti latihan dan pembangunan, penilaian prestasi, gaji, kenaikan pangkat dan pembangunan kerjaya, dan faedah akan dinilai dalam menilai kewujudan hubungan antara amalan sumber manusia dan kepuasan kerja di Koperasi Kredit Pekerja-Pekerja Berhad. Seramai 96 orang responden telah mengambil bahagian sebagai sampel kajian dengan menggunakan soal selidik dan data dianalisis dengan "Pakej Statistik untuk Sains Sosial" (Window SPSS) Versi 20.0. Ujian yang terlibat adalah Korelasi Pearson, Anova dan Regresi. Hasil kajian menunjukkan bahawa komponen sumber manusia amalan iaitu latihan dan pembangunan, penilaian prestasi, gaji, dan kenaikan pangkat dan pembangunan kerjaya mempunyai hubungan yang signifikan ke atas kepuasan kerja dalam Koperasi Kredit Pekerja-Pekerja Berhad. Tambahan pula, melalui analisis regresi, komponen gaji telah dikenal pasti sebagai instrumen yang paling berpengaruh dalam menentukan tahap kepuasan kerja berbanding dengan faktor-faktor lain dalam Koperasi Kredit Pekerja-Pekerja Berhad. Pada masa yang sama, adalah dicadangkan dalam kajian ini bahawa kajian lebih lanjut dijalankan dalam skala yang lebih besar untuk memberikan analisis keseluruhan amalan sumber manusia dan kepuasan kerja di kalangan kesatuan kredit di Malaysia.

Keywords: Amalan Sumber Manusia, Kepuasan Kerja, Koperasi Kredit Pekerja-Pekerja Berhad

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Chapter 1: Introduction

1.1) Introduction

Job satisfaction is perhaps the most important aspect in professional field in order to excel. As far as the recent survey held all over the world, number of job dissatisfaction has spread rapidly among people coming from all age and income brackets. The statistics were quite striking as most people are not satisfied with their jobs and the numbers are steadily rising.

A recent survey by the Conference Board the Employee satisfaction indicated that job satisfaction among the employees decrease during the year of survey. Respondents to the 2011 version of The Conference Board Job Satisfaction Survey indicated higher levels of job satisfaction for the first time since the recession began in 2008. However, while the 47.2 percent satisfaction level recorded in 2011 is a positive sign, it is far below the 61.1 percent satisfaction rate recorded in 1987, the first year the survey was conducted which remains the highest (Ray & Rizzacasa, 2012). Based on this, it can be fairly regarded that job satisfaction rate in overall remained at moderate level only, indicating the issue of job satisfaction always in contention.

Job satisfaction is a product of employee's insight of how fine their work provides those things that are viewed as important. Job satisfaction is often determined by how well outcome meet or exceed expectations. For example, if organization employees feel that they are working much harder than others in the department but are receiving fewer rewards they will probably have a negative attitudes towards the work, the boss and or co-workers. On the other hand, if they feel they are being treated very well and are being paid fairly, they

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