

THE INFLUENCE OF WORK REWARDS TOWARDS JOB
SATISFACTION AMONG MATRADE EMPLOYEES

By

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ABSTRACT

This study examines the influence the work rewards toward Job Satisfaction among MATRADE employees. It will help to identify the most significant work rewards that influenced the MATRADE employee's job satisfaction. Meanwhile, this study also examines whether gender moderates the relationship of job satisfaction or not. In this study there are two dimension measured for work rewards; intrinsic rewards and extrinsic rewards. For intrinsic rewards, it involves task autonomy, task significance and task involvement while for extrinsic rewards it involves social rewards and also organizational rewards. Data for this study was gathered through questionnaires that were distributed at MATRADE. Descriptive analysis performed to determine level of employees' job satisfaction. In addition, independent-sample t-test was utilized to empirically test relationship between employees' job satisfaction and their gender. The results of this study reveal that work rewards are moderate determinant of job satisfaction. Job satisfaction is more related to extrinsic rewards for employees than intrinsic rewards. Findings also found that there is no significant level difference between male and female employees' job satisfaction

Keywords: Job Satisfaction, Intrinsic Rewards and Extrinsic Rewards.

ABSTRAK

Kajian ini mengkaji pengaruh ganjaran kerja terhadap pekerja MATRADE. Ia akan membantu untuk mengenal pasti ganjaran kerja yang paling mempengaruhi kepuasan kerja di kalangan pekerja MATRADE. Sementara itu, kajian ini juga mengkaji sama ada ada perbezaan jantina mempengaruhi tahap kepuasan kerja di kalangan pekerja lelaki dan perempuan. Dalam kajian ini terdapat dua dimensi yang diukur untuk ganjaran kerja iaitu ganjaran intrinsik dan ganjaran ekstrinsik. Untuk ganjaran intrinsik, ia melibatkan tugas autonomi, kepentingan tugas dan penglibatan tugas manakala bagi ganjaran ekstrinsik ia melibatkan ganjaran sosial dan juga ganjaran organisasi. Data untuk kajian ini diperolehi melalui soal selidik yang diedarkan di MATRADE. Analisis deskriptif dilakukan untuk menentukan tahap kepuasan kerja pekerja. Di samping itu, ujian-t telah digunakan untuk menguji hubungan empirikal antara kepuasan kerja pekerja dan jantina mereka. Hasil kajian ini menunjukkan bahawa ganjaran kerja mempengaruhi secara sederhana terhadap kepuasan kerja di kalangan pekerja MATRADE. Kepuasan kerja tersebut adalah lebih berkaitan dengan ganjaran ekstrinsik daripada ganjaran intrinsik. Hasil kajian juga mendapati bahawa tidak terdapat perbezaan yang signifikan di antara tahap kepuasan kerja pekerja lelaki dan perempuan.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

Job satisfaction is central to work lives of employees and to the effective use of personnel within organisations (Foster 2000, Koeske et al 1994). Employees that satisfied with their work are likely more stable, productive and able to accomplish organisational goals. According to Acker (1999), human service workers who derive satisfaction from their work more committed and provide better services to their clients, than those who are dissatisfied.

Job satisfaction is critical to attract and retain well-qualified personnel. This is an issue in many organizations. Every employee strives to seek satisfaction in every aspect of their life. The complex society today has its benchmark of goals and fulfillment that should be achieved by individuals. This set of goals and fulfillment includes securing a good job, preferably with good pay and hopefully with job satisfaction.

Job satisfaction is about feeling towards the nature of the job. It is the combination of feelings and beliefs that workers hold in relation to their current job. In order to be successful, it must continuously ensure the satisfaction of their employees (Berry, 1997). Organization with more satisfied employees tends to be more effective in one particular industry (Robbins & Judge, 2007). In today's world organization realize that it is important to keep their worker satisfied as human resource is the important assets to keep their business running.

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