THE INFLUENCE OF WORK REWARDS TOWARDS JOB SATISFACTION AMONG MATRADE EMPLOYEES

By

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Thesis Submitted to the Othman Yeop Abdullah Graduate School of Business, Universiti Utara Malaysia, in Fulfillment of the Requirement for the Master of Human Resource Management.
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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 dia 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.
ACKNOWLEDGEMENTS

First, I would like to express my appreciation to Allah S.W.T, for granted me the ability and willing to start and complete this study. I would like to express my greatest gratitude to my Supervisor, Dr. Fadzli Shah Abd. Aziz for the advices, knowledge, information and encouragement. Without him understanding, consideration and untiring advice, this dissertation would not have been completed successfully.

I am also thankful to my colleague Nor Zakiahanim and others friends at UUM City Campus, especially for their help and support. My thanks and gratitude goes to all my dearest family members especially my husband Ahmad Nazriq Shafaf, my mother Rosnah Ismail and my son Fahiem Hadie for their support. Not to forget to the one important people in my life that is my late father I Abd Ghafar Ismail. I would like to thank everyone who has been involved and supported me through the writing of this study.

Finally, I would also like to thank to the respondents and the organizations involved in this study because without their cooperation and support from them, I am unable to complete this thesis.
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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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REFERENCE


Malaysian Employers Federation (MEF), (June 2010 and July 2011) Survey Report Turnover Rate of Executive in Malaysia.


