

**THE INFLUENCE OF ORGANIZATIONAL LEARNING ON THE JOB  
SATISFACTION OF EMPLOYEES FROM MANUFACTURING INDUSTRY  
IN KLANG**

**By**

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## **ABSTRACT**

This research is to identify the influence of organizational learning on the job satisfaction of the employees in the Klang manufacturing. This study is based on samples collected from Operation Staff & Officers of various departments in manufacturing industries, based on samples collected from employees in the Klang, Selangor. There are seven (7) independent variables which are continuous learning, team learning, dialogue and inquiry learning, empowering learning, leadership learning, integrated learning system and learning link system. Several statistical analysis using SPSS were conducted to analyze the Dimensions of Learning Organization (DLOQ) and Job Satisfaction Survey (JSS). Upon the correlation and regression analysis, it is found there is relationship between seven dimensions or variables of organizational learning and employees' satisfaction. This result is very important for an organization, especially manufacturing to determine the effective learning organization that can enhance the employees' satisfaction towards their jobs.

Key words: organizational learning, job satisfaction, Dimensions of Learning Organization, Job Satisfaction Survey

## **ABSTRAK**

Kajian ini adalah untuk mengenal pasti pengaruh pembelajaran organisasi terhadap kepuasan kerja di kalangan pekerja dalam pembuatan Klang. Kajian ini adalah berdasarkan kepada sampel yang diambil dari Staf Operasi & Pegawai-pegawai pelbagai jabatan dalam industri pembuatan, berdasarkan sampel yang diambil daripada pekerja di Klang, Selangor. Kajian ini mengandungi tujuh (7) pembolehubah bebas iaitu pembelajaran berterusan, pembelajaran pasukan, dialog dan pembelajaran inkuiri, memperkasakan pembelajaran, pembelajaran kepimpinan, sistem pembelajaran bersepadu dan sistem pembelajaran link. Beberapa analisis statistik dengan menggunakan SPSS telah dijalankan untuk menganalisis Dimensi Pembelajaran Organisasi (DLOQ) dan Kepuasan Kerja Ukur (JSS). Apabila korelasi dan analisis regresi, didapati terdapat hubungan antara tujuh dimensi atau pembolehubah pembelajaran organisasi dan kepuasan pekerja. Keputusan ini adalah sangat penting bagi sesebuah organisasi, terutama pembuatan untuk menentukan organisasi pembelajaran yang berkesan yang boleh meningkatkan kepuasan pekerja terhadap pekerjaan mereka.

Kata kunci: Pembelajaran organisasi, Kepuasan kerja, Dimensi Pembelajaran Organisasi, Kajian Kepuasan Kerja

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## **CHAPTER 1: INTRODUCTION**

### **1.1 Background of the Study**

Upon the globalization in today world, the economic development is no longer depending solely on the advancement of the technology. As the acceleration of the technology, organization should find a way to develop a competitive survivor in the economic marketing, with different field of expertise. In each company, HRD, human resources development would be another sources of the nurturing the pool of talented employees, via different types of learning channel. Human resource development (HRD) has some opportunity, even when restricted by reporting positions and levels of authority, to proactively influence the direction, pace, and salience of learning in organizations and thus solve performance challenges and influence performance outcomes of organizations(Khalil M. Dirani, 2006).

Learning is a continuous and dynamic process throughout a life and, organizational members should be supported to improve their professional qualifications in accordance with the growth of a learning infrastructure (Hossein Bodaghi, 2011). The learning process and related impact to various type of field of working environment has attracted more and more attention of academicians and practitioners.

In Malaysia, Klang is an area which is full of factories or manufacturing industries. According to Shanti Gunaratnam in 2012, the origin of the name of this area, Klang was believed derived from the Mon-Khmer word klang or from the old version of the Malay word kilang which means warehouses or factory. In 2015, Department of Statistics Malaysia announced that wages in Manufacturing raised from 2886 MYR/month in February to 2994 MYR/month in March 2015. As an average, wages

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