

**THE IMPACT OF HUMAN RESOURCE MANAGEMENT
PRACTICES ON JOB SATISFACTION IN FELCRA BERHAD**

By

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ABSTRACT

This study explored the impact of human resource practices on job satisfaction in FELCRA Berhad. In this cross-sectional study, four dimensions of human resource practices namely compensation and benefit, training, performance appraisal and career progression were tested against job satisfaction. A total of 152 respondents, from FELCRA Berhad's headquarters participated in this study. Statistical Package for Social Science (SPSS) version 20.0 was used to analyze the data gathered through survey based questionnaires. The objectives of this study were answered using correlation and regression analysis, and results are also presented using descriptive statistics. All the four dimensions of human resource practices were positively related to job satisfaction, with career progression showing the strongest contribution to job satisfaction. Suggestions are made for further research on ways to increase job satisfaction among the employees.

Keywords: Human resource practices, job satisfaction, FELCRA Berhad.

ABSTRAK

Kajian ini meninjau kesan amalan sumber manusia terhadap kepuasan kerja di FELCRA Berhad. Dalam kajian keratan rentas ini, empat dimensi amalan sumber manusia iaitu pampasan dan faedah, latihan, penilaian prestasi dan kemajuan kerjaya telah diuji terhadap kepuasan kerja. Seramai 152 responden daripada ibu pejabat FELCRA Berhad telah mengambil bahagian di dalam kajian ini. “Statistical Package for Social Science” (SPSS) versi 20.0 digunakan untuk menganalisis data yang telah dikumpul melalui soal selidik berdasarkan borang kaji selidik. Objektif kajian ini terjawab dengan menggunakan korelasi dan analisis regresi, dan keputusan juga turut dibentangkan dengan menggunakan statistik deskriptif. Keempat-empat dimensi amalan sumber manusia adalah positif dan berkaitan dengan kepuasan kerja, dengan kemajuan kerjaya yang menunjukkan sumbangan yang paling kuat kepada kepuasan kerja. Cadangan adalah dibuat untuk penyelidikan di masa hadapan mengenai cara-cara untuk meningkatkan kepuasan kerja di kalangan pekerja.

Kata-kata: amalan sumber manusia, kepuasan kerja, FELCRA Berhad

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TABLE OF CONTENTS

CHAPTER ONE.....	1
INTRODUCTION.....	1
1.1 Background of the Study	1
1.2 Problem Statement.....	4
1.3 Research Questions.....	5
1.3 Research Objectives.....	6
1.5 Significance of the study.....	6
1.6 Scope and Limitations of the Study	8
1.7 Organization of the Thesis	8
CHAPTER 2.....	10
LITERATURE REVIEW	10
2.0 Chapter Objective	10
2.1 Job Satisfaction.....	10
2.2 Compensation and Benefit.....	12
2.3 Training.....	15
2.4 Performance appraisal	17
2.5 Career Progression.....	19
2.6 Human Resource Practices and Job Satisfaction	21

2.6.1 Compensation and Benefits	23
2.6.2 Training.....	25
2.6.3 Performance Appraisal	26
2.6.4 Career Progression.....	28
2.7 Conclusion	30
CHAPTER 3	32
METHODOLOGY	32
3.0 Chapter Objective	32
3.1 Research Framework	32
3.2 Research Design	33
3.3 Operational Definition	34
3.4 Measurement of Variables/Instrumentation.....	36
3.5 Data Collection:	39
3.5.1 Population and Sampling of the Study	40
3.5.2 Techniques of Data Analysis	42
3.6 Summary.....	47
CHAPTER 4.....	48
RESULTS AND DISCUSSION	48
4.0 Chapter Objective	48

4.1	Background of the respondents	49
4.1.1	Gender	50
4.1.2	Age	51
4.1.3	Rank.....	52
4.1.4	Service Length.....	53
4.1.5	Educational Level.....	54
4.2	Reliability Test.....	55
4.3	Correlation Analysis	56
4.3.1	Relationship between Compensation and Benefit and Job Satisfaction	57
4.3.2	Relationship between Training and Job Satisfaction.....	58
4.3.3	Relationship between Performance Appraisal and Job Satisfaction	60
4.3.4	Relationship between Career Progression and Job Satisfaction	61
4.4	Regression Analysis.....	62
4.5	Summary.....	63
CHAPTER 5.....		64
CONCLUSION AND RECOMMENDATION		64
5.0	Chapter Objective	64

5.1	Conclusion to the Study.....	64
5.2	Conclusion of the Research Objectives	67
5.2.1	Research objective 1	67
5.2.2	Research objective 2	68
5.2.3	Research objective 3	69
5.2.4	Research objective 4	70
5.3	Implication.....	71
5.4	Recommendation for future research.....	75
5.5	Conclusion	77

LIST OF TABLES

Table 3.1:	Sources of questions in questionnaire	39
Table 3.2:	Sample distribution	42
Table 3.4:	The interpretation of the strength of the correlation according to “Guilford’s Rule of Thumb”	46
Table 4.1:	Background of the Respondents	49
Table 4.2:	Reliability Coefficient of the Variables	55
Table 4.3:	Correlation Analysis Human Resource Practices and Job Satisfaction	57
Table 4.4:	Model Summary	62

LIST OF FIGURES

Figure 3.1:	Model of proposed theoretical	46
Figure 4.1:	Statistics of Respondents' Gender	50
Figure 4.2:	Statistics of Respondents' Age	51
Figure 4.3:	Statistics of Respondents' Rank	52
Figure 4.4:	Statistics of Respondents' Service Length	53
Figure 4.5:	Statistics of Respondents' Educational Level	54

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This study focuses on an exploration into the factors that affect job satisfaction at FELCRA Berhad. This research was motivated by human resource management practices factors, namely, compensation and benefits, training, performance appraisal and career progression and its influence on job satisfaction.

This chapter will include the background to the research, the problem statement, the objectives of the research, the significance of the study, the scope and limitation of the study and the organization of the thesis.

1.1 Background of the Study

The importance of human resource to every organization cannot be denied. It becomes the backbone and the pillar of any successful organization. Managing employees in the organization is not an easy thing. It is because employees are view as a key resource that can attain competitive advantage. Indeed, the employees are the greatest asset of the organization as they are the most reliable resource that can keep away an organization from its rivals. Previous research discussed that good

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