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


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

vii
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

<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Model of proposed theoretical</td>
<td>46</td>
</tr>
<tr>
<td>4.1</td>
<td>Statistics of Respondents’ Gender</td>
<td>50</td>
</tr>
<tr>
<td>4.2</td>
<td>Statistics of Respondents’ Age</td>
<td>51</td>
</tr>
<tr>
<td>4.3</td>
<td>Statistics of Respondents’ Rank</td>
<td>52</td>
</tr>
<tr>
<td>4.4</td>
<td>Statistics of Respondents’ Service Length</td>
<td>53</td>
</tr>
<tr>
<td>4.5</td>
<td>Statistics of Respondents’ Educational Level</td>
<td>54</td>
</tr>
</tbody>
</table>
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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REFERENCES


88


