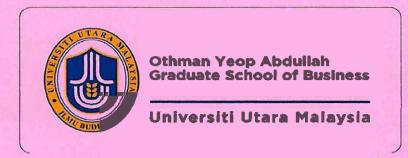
THE IMPACT OF HUMAN RESOURCE MANAGEMENT PRACTICES ON JOB SATISFACTION IN FELCRA BERHAD

By

ANIS SAFWANAH BINTI AZIZAN

Thesis Submitted to

Othman Yeop Abdullah Graduate School of Business,
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In Partial Fulfillment Of The Requirement For The Master of Human
Resource Management



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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.

iii

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 analisisa regrasi, 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

iv

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TABLE OF CONTENTS

СНАР	TER ONE1
INTRO	DDUCTION1
1.1	Background of the Study1
1.2	Problem Statement4
1.3	Research Questions5
1.3	Research Objectives
1.5	Significance of the study6
1.6	Scope and Limitations of the Study8
1.7	Organization of the Thesis
CHAP'	ΓER 210
LITER	ATURE REVIEW10
2.0	Chapter Objective10
2.1	Job Satisfaction
2.2	Compensation and Benefit
2.3	Training
2.4	Performance appraisal17
2.5	Career Progression19
2.6	Human Resource Practices and Job Satisfaction21

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 Co	onclusion	30
CHAPTER	.3	32
METHODO	OLOGY	32
3.0 Ch	apter Objective	32
3.1 Re	search Framework	32
3.2 Re	search Design	33
3.3 Op	erational Definition	34
3.4 Me	easurement of Variables/Instrumentation	36
3.5 I	Data Collection:	39
3.5.1	Population and Sampling of the Study	40
3.5.2	Techniques of Data Analysis	42
3.6 Sur	mmary	47
CHAPTER	4	48
RESULTS.	AND DISCUSSION	48
4.0 Ch	apter Objective	48

4.1 Background of the respondents49
4.1.1 Gender50
4.1.2 Age51
4.1.3 Rank
4.1.4 Service Length53
4.1.5 Educational Level54
4.2 Reliability Test55
4.3 Correlation Analysis56
4.3.1 Relationship between Compensation and Benefit and Job
Satisfaction57
4.3.2 Relationship between Training and Job Satisfaction58
4.3.3 Relationship between Performance Appraisal and Job
Satisfaction60
4.3.4 Relationship between Career Progression and Job Satisfaction61
4.4 Regression Analysis62
4.5 Summary63
CHAPTER 564
CONCLUSION AND RECOMMENDATION64
5.0 Chapter Objective64

5.1	Co	onclusion to the Study	64
5.2	Co	onclusion 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	Im	plication	71
5.4	Re	ecommendation for future research	75
5.5	Co	onclusion	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 correla	ation
	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 Practice	es 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

The contents of the thesis is for internal user only

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