

**JOB SATISFACTION AMONG THE EMPLOYEE OF MANUFACTURING FIRM,
PETALING JAYA**

By

SIVARANJINI NARAPAN @ NADARAJAN



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Thesis Submitted to

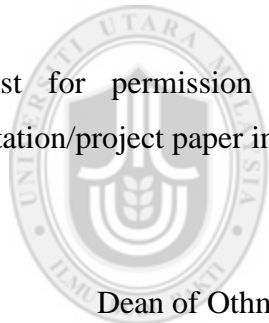
**Othman Yeop Abdullah Graduate School of Business,
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in Fulfillment of the Requirement for the Masters of Sciences (Management)

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ABSTRACT

Job satisfaction is one of the most important subject that need to be considered in today's working environment. Most of the employers are able to achieve their organization goal by increasing their employee's job satisfaction level. At the same time, there are still some of the organization who failed to look into employee's *job satisfaction* towards the organization. This situation may lead to employers failed to compete and sustain in the business world. Manufacturing firm plays an important role to the economy of Malaysia. Employee's *job satisfaction* playing an important role in order to increase firm's goal and target. Researcher found that there are several influencing factors that contribute to employee's *job satisfaction* level. Since, there is major decrease on *job satisfaction* level among employees in manufacturing firm, researcher has selected Petaling Jaya, area as the area to conduct this research. The research is mainly about the influencing factors of *job satisfaction* level among the employees of manufacturing firm in Petaling Jaya. Influencing factors such as *salary, benefit packages, workload, rewards, and training and development* were tested in this study to understand the significant relationship among those influencing factors and *job satisfaction* level among employees in manufacturing firms in Petaling Jaya. Data collection method was done by distributing questioners to random manufacturing firm in Petaling Jaya, Malaysia. SPSS was used to analyze gathered data. *Workload* factor being identified that contribute the most to *job satisfaction* level among employees in manufacturing firm, Petaling Jaya Malaysia. Conclusion was made employees *training and development* having significant relationship between job satisfactions among the employee of manufacturing firm, Petaling Jaya.

Keywords: *Job satisfaction, Workload, Salary, Benefit packages, Rewards, and Training and Development*

ABSTRAK

Kepuasan kerja merupakan salah satu subjek yang amat penting yang perlu dipertimbangkan pada dunia kerja pada masa kini. Kebanyakkan majikan mampu mencapai matlamat organisasi sekiranya mereka memberi sedikit sebanyak tumpuan dalam meningkatkan kepuasan kerja terhadap pekerja mereka. Pada masa yang sama, terdapat beberapa organisasi gagal untuk memberikan perhatian terhadap pekerja mereka. Keadaan sebegini boleh mengakibatkan majikan gagal untuk bersaing dan megekalkan prestasi dalam dunia perniagaan. Perindustrian pembuatan menjadi salah satu perniagaan yang penting dalam menyumbangkan ekonomi Malaysia. *Kepuasan kerja* memainkan peranan penting dalam meningkatkan matlamat dan target organisasi. Pengkaji mendapati terdapat beberapa faktor yang mempengaruhi *kepuasan kerja*. Oleh kerana sejak kebelakangan ini terdapat *kepuasan kerja* semakin berkurang di kalangan pekerja perindustrian pembuatan, pengkaji telah membuat kajian di kawasan demografi sekitar Petaling Jaya, Malaysia. Tujuan utama kajian tersebut dijalankan adalah untuk mengkaji faktor yang mempengaruhi *kepuasan kerja* di antara pekerja perindustrian pembuatan di Petaling Jaya, Malaysia. Faktor seperti *gaji, kebajikan pekerja, kerja seharian, ganjaran, dan latihan dan pembangunan* telah dikaji untuk mengetahui dengan lebih lanjut faktor yang manakah mempunyai hubungan yang signifikan terhadap *kepuasan kerja* di antara pekerja perindustrian pembuatan di Petaling Jaya, Malaysia. Pengumpulan data telah dilakukan dengan mengedarkan soal selidik dengan memilih sampel beberapa kilang perindustrian pembuatan di Petaling Jaya, Malaysia. Kaedah SPSS digunakan untuk menganalisis data yang dikumpul daripada kajian soal selidik. Faktor *kerja seharian* telah dikenalpasti dalam penganalisan data. Faktor tersebut mempengaruhi *kepuasan kerja* di kalangan pekerja perindustrian pembuatan, Petaling Jaya, Malaysia. Faktor tersebut dipercayai adanya hubungan signifikan dengan *kepuasan kerja* kepada pekerja perindustrian pembuatan, Petaling Jaya, Malaysia. Kesimpulannya, Faktor *latihan dan pembangunan* telah dikenalpasti sebagai pembolehubah yang boleh meningkatkan kepuasan kerja kepada pekerja pekerja di firma pembuatan di Petaling Jaya.

Kata kunci: *Kepuasan kerja, Kerja seharian, gaji, kebajikan pekerja, ganjaran, dan Latihan dan pembangunan,*

ACKNOWLEDGEMENTS

First and foremost, I would like to thank God for showers of blessing and giving me strength in completing thesis dissertation.

I would like to dedicate my deepest gratitude to my supervisor, Dr. Jasmani for helping me continuously to develop my dissertation in Msc. Management for the past several semester. This dissertation would not have been possible without her advice, guidance, positive thoughts and feedback.

I will forever be thankful to my parents, Mr. Nadarajan and Mrs. Patma, my husband, Mr. Gajendran Subramaniam and family members for their constant love and encouragement. My sincere thanks to my sister Ms. Sivanantini Nadarajan and Mrs. Vijiya for motivate and supporting me with their best wishes in every step to complete my dissertation.

I would like to appreciate all the lecturers and staff of University Utara Malaysia for their kind co-operation and assistance in guiding me. Finally, I would like to convey a great thanks to my course mates and friends for their advice and valuable support.

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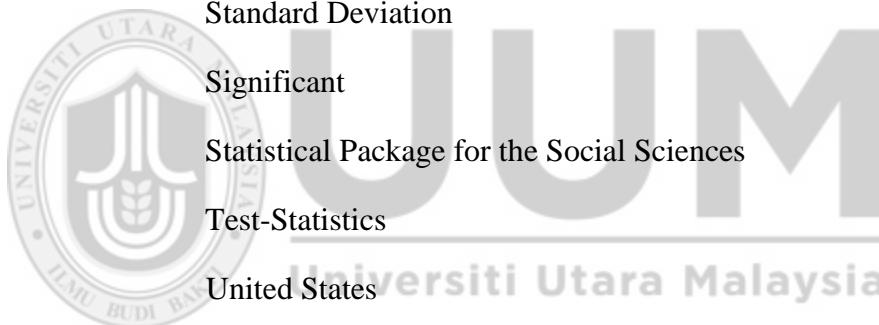
Table 3.1 Research Framework

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LIST OF ABBREVIATIONS/NOTATIONS/GLOSSARY OF TERMS

B	Beta
df	Degree of Freedom
GNP	Gross National Product
KMO	Kaiser-Meyer-Olkin
M	Mean
NFO	New Fund Offer
Reg	Regression
SD	Standard Deviation
Sig	Significant
SPSS	Statistical Package for the Social Sciences
t	Test-Statistics
U.S	United States



CHAPTER 1: INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Manufacturing firm played a major role in contributing Malaysia economy. Manufacturing firm usually works a man-machine system with detachment of employment in a huge scale of production. Manufacturing firms contributed 67% of the Malaysia's exports in 2012, according to an economic overview report on Malaysia published by the government of Australia. Manufacturing companies in Petaling Jaya contributes 30% of total manufacturing economics to Malaysia. In Malaysia, many multi-national company and organizations have built up their assembly and testing units. Employee's job satisfaction always becomes high attention in manufacturing firms. Many influencing factors can contribute to an individual's level of job satisfaction in an organization.

Several influencing factors such as the transparency of the employer job explanation/requirements, the reward program that an organization provided, the employees leadership and social responsibility in an organization, the grade of employees working environment in an organization, the multiplicity of accountability that involved among the employees in organization, employees responsiveness and contest that created by an organization, salary of an employees, employees benefit packages that provided by a company or organization, training and development to enhance employees career and skills contribute to job satisfaction level among employees. The workload of a person also contributes to the job satisfaction. Training and development also playing a factor that influencing to employees job satisfaction.

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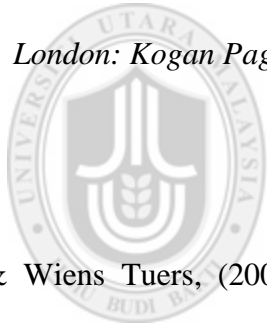
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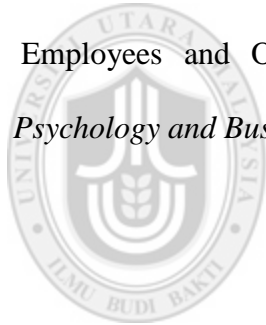
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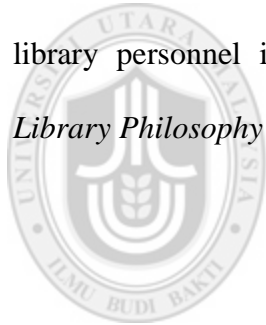
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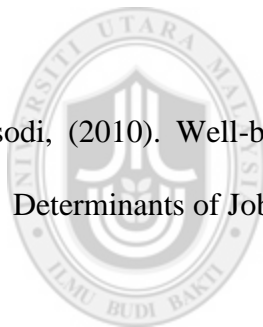
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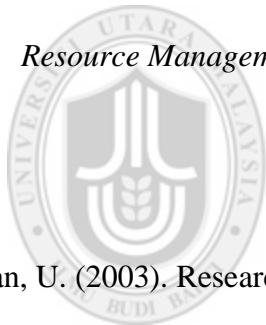
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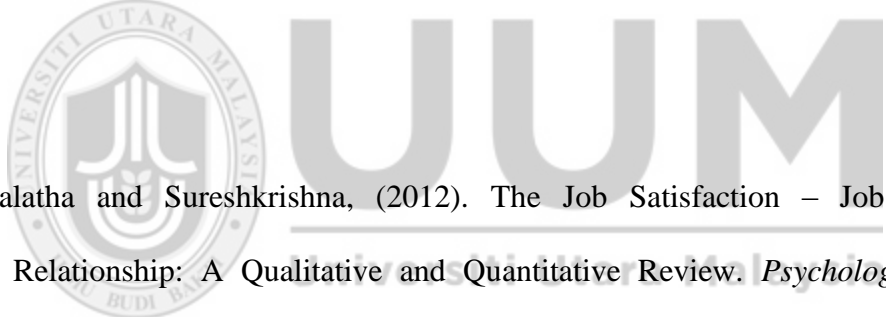
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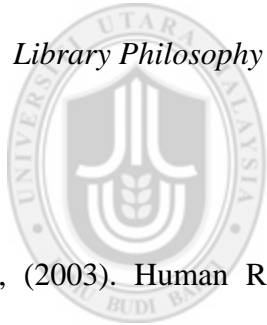
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