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THE RELATIONSHIP AND EFFECT OF CAREER DEVELOPMENT, TEAMWORK, ENVIRONMENTAL CONDITION AND PARTICIPATIVE OF LEADERSHIP STYLE ON JOB SATISFACTION AMONG EMPLOYEES OF CAR MANUFACTURING FIRMS IN SELANGOR

By

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A Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
In Fulfillment of the Requirement for the Master of Science (Management)
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Car manufacturing firm in Malaysia is expected to be a challenging and intense firm in order to face the country economic instability which is constantly changing year by year. Thus, car manufacturing firms should ensure the efficiency and effectiveness in their operation in order to produce the quality output. Moreover, the organizations in this sector need to get the maximum satisfaction of employees to avoid a negative impact on the organization. Because of this reason, the organizations have to understand the factors that affect the level of job satisfaction of their employees. Therefore, the purpose of this study is to examine the relationship and effect of career development, teamwork, environmental condition, and participative of leadership style among employees in car manufacturing firms in Selangor. The questionnaire was used to conduct this study. Both Proton or Perusahaan Otomobil Nasional Bhd and Perodua Manufacturing Sdn Bhd were selected as the sample for this study. Based on the population of 10,000 employees, therefore a sample size of 370 respondents is identified for data collection. 200 set of questionnaire was distributed to Proton Perusahaan Otomobil Nasional Bhd and another 200 set of questionnaire was distributed to Perodua Manufacturing Sdn Bhd. However, only 386 sets of questionnaire were returned. The simple random sampling technique was used to conduct a survey to the respondent. Based on Pearson Correlation results, there is a relationship between each independent variables and job satisfaction among employees of car manufacturing firms in Selangor. Meanwhile, according to multiple regression results, overall independent variables do have an effect on job satisfaction and also revealed that teamwork contributes the most effect on job satisfaction. Last but not least, this study is hoped to provide useful insight through the managerial and academic implication as a reference for future research, especially in car manufacturing sector.

Keywords: Job Satisfaction, Career Development, Teamwork, Environmental Condition, and Participative of Leadership Style

Kata kunci: Kepuasan Bekerja, Pembangunan Kerjaya, Kerja Berpasukan, Keadaan Alam Sekitar, dan Penyertaan Gaya Kepimpinan
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<tr>
<td>et al.</td>
<td>and others</td>
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<tr>
<td>DOSM</td>
<td>Department of Statistics Malaysia</td>
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<tr>
<td>MIDA</td>
<td>Malaysian Industrial Development Authority</td>
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<tr>
<td>WERS</td>
<td>Workplace Employment Relations Survey</td>
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<tr>
<td>EFILWC</td>
<td>European Foundation for the Improvement of Living and Working Conditions</td>
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<td>EWCO</td>
<td>European Working Condition Observatory</td>
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<tr>
<td>UK</td>
<td>United Kingdom</td>
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<tr>
<td>OSHA</td>
<td>Occupational Safety and Health Administration</td>
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<td>SPSS</td>
<td>Statistical for Package Social Science</td>
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<td>UUM</td>
<td>University Utara Malaysia</td>
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CHAPTER ONE

INTRODUCTION

1.0 BACKGROUND OF THE STUDY

The purpose of this study is to examine the relationship and effect of career development, teamwork, environmental condition, and participative leadership style on job satisfaction among employees of car manufacturing firms in Selangor. According to Nausheen and Lin Xiao (2012), job satisfaction is actually a pleasurable feeling and also can be defined as positive emotional from the individual job experience. According to Swarnalatha and Sureshkrishna (2012), job satisfaction is a deep positive emotional towards one’s job. Furthermore, an individual feels satisfied with their job when they are feeling happy and love their job.

The level of job satisfaction is influenced by factors such as pay and benefits, career development and promotional opportunities, work-life balance, autonomy in work and other factors. According to Reicher (2006), the qualification and fulfilling the demand for the jobs is the key to job satisfaction. Employee may do some comparison in their job whether they are satisfy or not based on their expectation towards the job.

Satisfaction among individual is subjective because it involves individual emotions (Spector, 2008). In an organization, the employee’s dissatisfaction affects the employee to turnover and life satisfaction. While according to Wood, Wood and
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