

**THE INFLUENCE OF BENEFIT SATISFACTION ON INTERPERSONAL
DISCRIMINATION: A CASE AT UPSB SDN. BHD.**

By

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ABSTRAK

Diskriminasi perorangan (interpersonal discrimination) merupakan salah satu jenis diskriminasi yang selalu berlaku di dalam organisasi. Ia akan melibatkan perhubungan di antara pekerja dan majikan di dalam organisasi. Kajian ini memfokus kepada pengaruh faktor kepuasan faedah terhadap diskriminasi perorangan di dalam organisasi. Data dikumpul melalui pengedaran soal selidik kepada pekerja operasi di dua jabatan iaitu persekitaran kebersihan and persekitaran lanskap. Analisis kolerasi dan regresi dilakukan untuk menguji perhubungan antara pembolehubah. Keputusan menunjukkan kepuasan faedah mempengaruhi secara negatif terhadap diskriminasi perorangan. Melalui faktor analisis, didapati bahawa terdapat tiga dimensi diskriminasi perorangan iaitu diskriminasi komunikasi lisan, diskriminasi komunikasi separuh lisan dan diskriminasi komunikasi bukan lisan. Melalui analisis korelasi, ketiga-tiga dimensi ini mempunyai hubungan yang negatif kepada kepuasan faedah. Akhir sekali, segala keputusan yang didapati dalam kajian ini akan dibincangkan dan cadangan diberikan kepada pihak pengurusan bagi tujuan meningkatkan kualiti pengurusan pekerja dalam usaha mengurangkan berlakunya diskriminasi perorangan. Kajian ini diharap akan menjadi asas kepada pengkaji-pengkaji masa hadapan yang berminat untuk melakukan kajian berkenaan diskriminasi pekerja.

ABSTRACT

Interpersonal discrimination is one of discrimination that always occurred in organization. It involves relationship between employer and employees. This research is focused to examine the influence of benefit satisfaction on interpersonal discrimination in organization. Data gathered through questionnaire distributed to operation employee from two departments including Hygiene Environment Department and Landscape Environment Department. Correlation and Regression Analysis were carried out to test relationship between variables. The results showed that benefit satisfaction influence negatively on interpersonal discrimination. In this research, from factor analysis, the researcher has found that there were three interpersonal discrimination dimensions, namely verbal interpersonal discrimination, semi-verbal interpersonal discrimination and non-verbal interpersonal discrimination. From the Correlation analysis, all of these three dimensions were negatively correlated with benefit satisfaction. Lastly, results from data analysis were discussed and recommendations were given to the management to improve the quality of managing employees in organization in order to reduce the occurrence of interpersonal discrimination. Hopefully, this research will become a basis to future researcher who interested to perform research about employees discrimination.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

Top management will plan, develop and construct a set of statement from time to time concerning company objectives, policies, responsibilities and obligations. As mentioned by Rynes and Gerhart (2000), salary and benefit policies serve as a set of guidelines that keep the administration working towards established objectives. As other functions in management, Human Resource also developed its policies in order to achieve the corporate objectives. Among the functions in Human Resource Management is benefit administration. In explaining salary and benefit policies, the management should ensure clarity and uniformity, promote effective administration and improve organizational morale and motivation (Rajkumar, 1985).

Also known as compensation, the contribution of remuneration or pay as well as salary and benefit are the factors in managing employees' rewards in return for their contributions to the organization (Rajkumar, 1985). Rajkumar (1985) also mentioned that the definition of the compensation and benefit involve planning, establishing and controlling salary and benefit programmes, including direct and indirect rewards established by the organization which are consistent with its objectives and policies. Phillips and Fox (2003) have defined the major objectives of compensation and benefit programme are to attract and retain employees working in organization, to facilitate hiring, transfer and demotion and motivate employees to improve their performance in workforces. However, Sinclair and Botten (1995) mentioned that

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