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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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Universiti Utara Malaysia

A Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business
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In Fulfillment of the Requirement for the Master of Science (Management)

OTHMAN YEOP ABDULLAH
GRADUATE SCHOOL OF BUSINESS
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ABSTRACT

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.

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

ABSTRAK

Firma pembuatan kereta di Malaysia dijangka menjadi firma yang mencabar dan sengit akibat menghadapi ketidakstabilan ekonomi negara yang sentiasa berubah dari tahun ke tahun. Oleh itu, organisasi dalam firma pembuatan kereta perlu memastikan kecekapan dan keberkesanan di dalam operasi untuk menghasilkan output yang berkualiti. Selain itu, organisasi-organisasi dalam sektor ini perlu mendapat kepuasan bekerja yang maksimum dari pekerja untuk mengelakkan kesan yang negatif kepada organisasi. Oleh kerana ini, organisasi perlu memahami faktor-faktor yang mempengaruhi tahap kepuasan bekerja oleh pekerja mereka. Oleh itu, tujuan kajian ini adalah untuk mengkaji hubungan dan kesan pembangunan kerjaya, kerja berpasukan, keadaan alam sekitar, dan penyertaan gaya kepimpinan di kalangan pekerja dalam firma-firma pembuatan kereta di Selangor. Soal selidik telah digunakan untuk menjalankan kajian ini. Kedua-dua Proton atau Perusahaan Otomobil Nasional Bhd dan Perodua Manufacturing Sdn Bhd dipilih sebagai sampel bagi tujuan kajian ini. Berdasarkan penduduk 10.000 pekerja, oleh itu saiz sampel 370 responden dikenal pasti untuk pengumpulan data. 200 set soal selidik telah diedarkan kepada Proton Perusahaan Otomobil Nasional Bhd dan 200 set lagi soal selidik telah diedarkan kepada Perodua Manufacturing Sdn Bhd. Walau bagaimanapun, hanya 386 set soal selidik telah dikembalikan. Teknik persampelan rawak mudah telah digunakan untuk menjalankan kajian kepada responden. Berdasarkan keputusan Korelasi Pearson, terdapat hubungan antara setiap pembolehubah bebas dan kepuasan bekerja di kalangan pekerja firma-firma pembuatan kereta di Selangor. Sementara itu, menurut keputusan regresi berganda, keseluruhan pembolehubah bebas mempunyai kesan ke atas kepuasan bekerja dan juga menyatakan bahawa kerja berpasukan menyumbang kesan yang paling tinggi ke atas kepuasan bekerja. Akhir sekali, kajian ini diharap dapat memberi gambaran yang berguna melalui implikasi pengurusan dan akademik sebagai rujukan untuk kajian akan datang, terutamanya dalam sektor pembuatan kereta.

Kata kunci: Kepuasan Bekerja, Pembangunan Kerjaya, Kerja Berpasukan, Keadaan Alam Sekitar, dan Penyertaan Gaya Kepimpinan

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LIST OF ABBREVIATIONS

et al.	and others
DOSM	Department of Statistics Malaysia
MIDA	Malaysian Industrial Development Authority
WERS	Workplace Employment Relations Survey
EFILWC	European Foundation for the Improvement of Living and Working Conditions
EWCO	European Working Condition Observatory
UK	United Kingdom
OSHA	Occupational Safety and Health Administration
SPSS	Statistical for Package Social Science
UUM	University Utara Malaysia

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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 of 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.

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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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