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**JOB SATISFACTION AMONG EMPLOYEES OF
FOOD AND BEVERAGE MANUFACTURING
COMPANIES IN KLANG**



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UUM
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**MASTER OF HUMAN RESOURCES MANAGEMENT
UNIVERSITI UTARA MALAYSIA
SEPTEMBER 2018**

**JOB SATISFACTION AMONG EMPLOYEES OF FOOD AND BEVERAGE
MANUFACTURING COMPANIES IN KLANG**

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**Dissertation Submitted to
Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
In Partial Fulfilment of the Requirement for the
Master in Human Resource Management**



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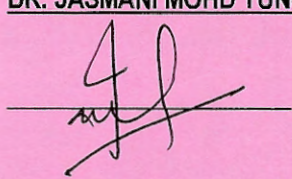
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ABSTRACT

The main objective of this research is to perform a study on job satisfaction among employees of food and beverage manufacturing companies in Klang. This objective outlined some of the concerns with regards to employees' job satisfaction in terms of recognition of job performance, compensation and benefits, working environment and supervisor. This study presented the results from a sample of 200 respondents of five food and beverage manufacturing companies in Klang, which consisted of Vata Food Synergy (M) Sdn. Bhd, Reka Nutrition Sdn. Bhd, CS Brand Marketing Sdn. Bhd, AXG Industries Sdn. Bhd. and MyTree Resources Sdn. Bhd. The questionnaires were distributed to 250 respondents, but only 200 complete sets retrieved. Correlation test was used to measure the significant level of all independent variables used in the study. The result shows that there was positive significant relationship between recognition of job performance, compensation and benefits, working environment and job satisfaction. However, there was no significant relationship between supervisor and job satisfaction. Meanwhile, according to regression analysis, three independent variable namely recognition of job performance, compensation and benefits, working environment do have influence on job satisfaction and also reveals that compensation benefits contributes the most to the job satisfaction of food and beverage manufacturing companies in Klang. However, supervisor does not influence job satisfaction among employees of food and beverage manufacturing companies in Klang. This research presents academic knowledge and practical contributions for practitioners especially in the manufacturing industries.

Keywords: *Job satisfaction, Recognition of job performance, Compensation and benefits, Working environment and Supervisor.*

ABSTRAK

Objektif utama penyelidikan ini adalah untuk melakukan kajian ke atas kepuasan kerja di kalangan pekerja syarikat perkilangan makanan dan minuman di Klang. Objektif ini menggariskan beberapa faktor yang berkaitan dengan kepuasan kerja pekerja dari segi pengiktirafan prestasi kerja, pampasan dan faedah, persekitaran kerja dan penyelia. Kajian ini membentangkan hasil daripada sampel sebanyak 200 responden daripada lima syarikat pembuatan di Klang, yang terdiri daripada Vata Food Synergy (M) Sdn. Bhd, Reka Nutrition Sdn. Bhd, CS Brand Marketing Sdn. Bhd, AXG Industries Sdn. Bhd. dan MyTree Resources Sdn. Soal selidik diedarkan kepada 250 responden, tetapi hanya 200 set lengkap yang diambil. Ujian korelasi digunakan untuk mengukur tahap signifikan semua pemboleh ubah bebas yang digunakan dalam kajian ini. Keputusan menunjukkan terdapat hubungan yang signifikan antara pengiktirafan prestasi kerja, pampasan dan faedah, persekitaran kerja dan kepuasan kerja. Walaupun bagaimanapun, didapati bahawa hubungan tidak signifikan antara penyelia dan kepuasan kerja. Menurut analisis regresi, tiga pemboleh ubah iaitu pengiktirafan prestasi kerja, pampasan dan faedah dan persekitaran kerja mempunyai pengaruh terhadap kepuasan kerja, di mana, pampasan dan faedah paling tinggi antara tiga pemboleh ubah tersebut. Bagaimanapun, penyelia tidak mempengaruhi kepuasan kerja di kalangan pekerja syarikat perkilangan di Klang. Kajian ini menyumbang kepada pengetahuan akademik dan praktikal untuk pengamal terutamanya dalam industri perkilangan makanan dan minuman.

Kata kunci: *Kepuasan kerja, Pengiktirafan prestasi kerja, Pampasan dan faedah, Persekitaran kerja dan Penyelia.*

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ACKNOWLEDGEMENTS

“And I am sure of this, that he who began a good work in you will bring it to completion at the day of Jesus Christ”

Philippians 1:6

“I have fought the good fight, I have finished the race, I have kept the faith”

2 Timothy 4:7

I would like to firstly thank the Almighty God for His grace and blessings in guiding me till the successful accomplishment of this thesis. As an unseen hand pushing me forward, He unblock each and every obstacles.

I wish to express my deepest gratitude to my Supervisor, Dr. Jasmani Mohd. Yunus. She is a nice Supervisor who with patience and sincerity gave valuable advice throughout preparation of this paper. Her effort in coaching and guiding me to the success of the research is undeniable.

I would like to thank my parents Mr. Selvanayagam and Mrs. Annie Kasthuribai for their continuous prayer and support for my wellbeing and completion of this thesis. Also thanks to my great siblings Ms. Pauline Selvi, Mrs. Tina Marylin, and Mr. Joshua Joel for their unconditional support in being there for me always. Not forgetting my brother-in-law Mr. Kalithasan and my nieces Yaleesha & Mishalyn.

I could not have done this without the good souls I made along the way; I wish to extend my sincere gratitude to Ms. Thamin, who was always great in giving me love, care and happiness, contributed a listening ear, supported me through challenging times and celebrated my successes in each stage of my life. I am deeply indebted to her for all the sacrifices that she made to draw a smile on my face. Without her, I am nothing today.

Last but not least, this project is dedicated to my companion Mr. Patrick Selvanathan Veilomail for being the divine shining Star of David that has provided the much-needed light. His unconditional love, care, sacrifice, encouragement, patience, inspiration and support tremendously warrant him to have a co-authorship for this project. Without him, I would never have crossed the finishing line to complete this project. Glad to meet him.

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LIST OF ABBREVIATIONS

Abbreviation	Description
SPSS	Statistical Package for Social Science
DV	Dependent variable
IV	Independent variables
Df	Degrees of Freedom
Sig.	Significance probability



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CHAPTER 1

INTRODUCTION

1.1 Research Background

For decades, many dissertations and articles on job satisfaction were written to investigate the possible factors influencing the employees' job satisfaction at their workplace and it has been reported that employees' job satisfaction and dissatisfaction literally influences an employee's commitment towards their job as well as an organization's productivity. Many researchers focused to investigate the factors involving job satisfaction mostly in the industrial sectors, higher learning institutions and in the field of banking.

According to the Department of Statistics of Malaysia, the manufacturing industry was the second sector that contributed to the GDP, which was 22.8% as at Quarter One(1) of Year 2017. In 2015, Department of Statistics of Malaysia publicised that wages of manufacturing sector increased from RM 2889 per month in February to RM 2994 in March 2015. According to Malaysia's Index of Industrial Production (IPI) an increase of 4.0% in June 2017 indicated that there was significant growth in the manufacturing industry (Department of Statistics Malaysia, 2017). The main manufacturing industries can be derived into six sectors which are the food and beverages, electrical and electronic products, textile, rubber and plastic products, wood products and petroleum. Thus, it is vital for researcher to focus on the job satisfaction among manufacturing industries as it plays an important role in contributing the country's economy, such as in Malaysia.

The 2016 economic census for food and beverages services had indicated since Year 2010, a 12% annual growth was seen amounting to approximately RM30 billion in the gross output for the food

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APPENDIX

RESPONDENT'S BACKGROUND

Section A: Personal Information

Please tick (✓) in the appropriate box.

1. Gender

☐

Male

☐

Female

2. Age (years old)

☐

Below20

☐

31-40

☐

21- 30

☐

Above41

3. Race

☐

Malay

☐

Indian

☐

Chinese

☐

Others

4. Highest Education Level

☐

SPM / STPM / A-level

☐

Diploma

☐

Undergraduates

☐

Postgraduates



Section B

The survey questionnaire are concerned with various conceptions on **job satisfaction, recognition of job performance, compensation and benefits, working environment and supervisor.** Answer by **circling** the number which best corresponds to your opinion. There are no right answers. Please read the statements carefully and circle your **preference** number on your opinion.

Please indicate your level of agreement for the following statements.

Strongly Disagree (SD)	Disagree (D)	Neutral (N)	Agree (A)	Strongly Agree (SA)
1	2	3	4	5

Part A: Researcher would like to investigate on employee job satisfaction. Please state your level of agreement with the following statements.

No	Descriptions	SD	D	N	A	SA
1	My job in this organization has met my expectations	1	2	3	4	5
2	Overall, I am pleased with my work	1	2	3	4	5
3	I am satisfied in my current job scope	1	2	3	4	5
4	My current work situation is not a major source of frustration in my life	1	2	3	4	5

Part B: Researcher would like to investigate on recognition of job performance. Please state your level of agreement with the following statements.

No	Descriptions	SD	D	N	A	SA
1	The performance management system in my company is fair	1	2	3	4	5
2	The performance management system in my company is implemented continuously not just as a one off event	1	2	3	4	5
3	My company performance management system has clear objectives and measures actual output rather than perceptions	1	2	3	4	5

No	Descriptions	SD	D	N	A	SA
4	The performance management system allows my company to clearly communicate key performance strategies and goals across the entire organization	1	2	3	4	5
5	My company's performance management system allows teamwork and collaboration among all key stakeholders	1	2	3	4	5

Part C: Researcher would like to investigate on compensation and benefits. Please state your level of agreement with the following statements.

No	Descriptions	SD	D	N	A	SA
1	I feel that I am given an adequate and fair compensation for the work I do	1	2	3	4	5
2	My organization pays salary by considering responsibilities at work	1	2	3	4	5
3	My company does a good job of linking rewards to job performance	1	2	3	4	5
4	Promotions are handled fairly in my organization	1	2	3	4	5

Part D: Researcher would like to investigate on working environment. Please state your level of agreement with the following statements.

No	Descriptions	SD	D	N	A	SA
1	My company work environment is good and highly motivating	1	2	3	4	5
2	Working conditions are good in my company	1	2	3	4	5
3	It is easy to take time off during our work to take care of personal or family matters	1	2	3	4	5
4	My company offers sufficient opportunities to develop my own abilities	1	2	3	4	5
5	The company provides enough information to discharge my responsibilities	1	2	3	4	5

Part E: Researcher would like to investigate on supervisor. Please state your level of agreement with the following statements.

No	Descriptions	SD	D	N	A	SA
1	My immediate supervisor trusts me	1	2	3	4	5
2	My immediate supervisor helps me to improve my work skills	1	2	3	4	5
3	My immediate supervisor takes prompt and fair corrective actions	1	2	3	4	5
4	My immediate supervisor establishes plans and work objectives with me	1	2	3	4	5
5	My immediate supervisor gives me clear instructions	1	2	3	4	5
6	My immediate supervisor is available when I need advice	1	2	3	4	5

I would like to thank you for participating in this questionnaire. Your feedback and contribution is very much appreciated.



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