



**THE RELATIONSHIP BETWEEN SERVICESCAPE ELEMENTS TOWARDS
JOB SATISFACTION ON EMPLOYEES AT MALAYSIA MARINE HEAVY
ENGINEERING SDN BHD**

**HAZREEN BINTI ABDUL MALEK TAN
2014363409**

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

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DECLARATION OF ORIGINAL WORK



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UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

I, Hazreen Bt Abd Malek Tan, (I/C Number: 931117015456)

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TABLE OF CONTENT

	PAGES
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	viii
LIST OF TABLES	ix
ABSTRACTS	x
CHAPTER 1: INTRODUCTION	
1.0 Introduction	1
1.1 Background of Study	1-2
1.2 Background of MMHE	2-3
1.3 Problem Statement	3-4
1.4 Research Objectives	5
1.5 Research Questions	5
1.6 Research Hypothesis	6
1.7 Significance of Study	6-8
1.8 Definition of terms	8-9
1.9 Limitation	10-11
2.0 Conclusion	12
CHAPTER 2: LITERATURE REVIEW	
2.0 Introduction	13
2.1 Dependent Variable: Job Satisfaction	13
2.1.1 Definition of Job Satisfaction	13-15
2.1.2 Concept of Job Satisfaction	15-17
2.2 Independent Variables: Servicescape Elements	17

2.2.1	Definition of Ambient Conditions	17
2.2.1.1	Concept of Ambient Conditions	18-20
2.2.2	Definition of Space and Functionality	21
2.2.2.1	Concept of Space and Functionality	21-23
2.2.3	Definition of Sign and Symbol	23
2.2.3.1	Concept of Sign and Symbol	24-25
2.3	Theoretical Framework	26
2.4	Conclusion	27

CHAPTER 3: RESEARCH METHODOLOGY

3.0	Introduction	28
3.1	Research Design	28-29
3.2	Instruments Development	29-30
3.3	Sampling Design	31
3.3.1	Population	31
3.3.2	Sampling Technique	31
3.3.3	Sample Size	32
3.4	Data Collection	33
3.4.1	Primary Sources	33
3.4.2	Secondary Sources	34
3.5	Reliability Testing	35
3.6	Data Analysis	36
3.6.1	Descriptive Analysis	36
3.6.2	Hypothesis Testing	37
3.6.2.1	Pearson Correlation	37
3.6.2.2	Multiple Regression Analysis	38
3.7	Conclusion	39

ABSTRACT

The title of this research is “The Relationship Between Servicescape Elements Towards Job Satisfaction on Employees at Malaysia Marine Heavy Engineering Sdn Bhd”. The main objective of this research is to identify the relationship among ambient condition, space and functionality and sign and symbol towards job satisfaction in Supply Chain Management of MMHE. Four independent variables are identified, that influence job satisfaction, which are ambient condition, space and functionality and sign and symbol. In order to complete the research, three hypotheses were constructed, focusing on the determining the influence of the independent variables towards dependent variables. A total of 85 employees had participated, from 140 total of employees, using non-probability sampling that is convenient sampling. This study used primary data collection namely questionnaire and secondary sources. The data obtained were analyzed using SPSS to determine the reliability test, descriptive statistical test, Pearson Correlation coefficient, and regression testing. The finding shows that ambient condition and sign and symbol have positive and significantly influence job satisfaction. However, there is no relationship between space and functionality towards job satisfaction. Thus two hypotheses failed to reject and one hypothesis was not supported.