THE EFFECT OF PSYCHOLOGICAL CAPITAL AND JOB SATISFACTION TOWARD MILLENNIALS FRONT LINE STAFF

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2015126283

Submitted in Partial Fulfilment of the Requirement for the Bachelor of Business Administration with Honours (Human Resources)

FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TECHNOLOGY MARA BANDARAYA MELAKA

JANUARY 2018
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Hereby, declared that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.

- This project-paper is the result of my independent work and investigation, except where otherwise stated.

- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____________________              Date: ____________
LETTER OF SUBMISSION

January 2018

The Head of Program
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Dear Sir/Madam

SUBMISSION OF PROJECT PAPER
Attached is the project paper titles “The Effect of Psychological Capital and Job Satisfaction Toward Millennials Front Line Staff” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).
Thank you.

Sincerely,

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(Muhammad Akmal Hakim Bin Rosli)
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<table>
<thead>
<tr>
<th>TABLE OF CONTENT</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>TITLE PAGE</td>
<td>I</td>
</tr>
<tr>
<td>DECLARATION OF ORIGINAL WORK</td>
<td>II</td>
</tr>
<tr>
<td>LETTER OF SUBMISSION</td>
<td>III</td>
</tr>
<tr>
<td>ACKNOWLEDGMENT</td>
<td>IV</td>
</tr>
<tr>
<td>TABLE OF CONTENT</td>
<td>VI</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>X</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>XI</td>
</tr>
<tr>
<td>LIST OF ABBREVIATIONS</td>
<td>XII</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>XIII</td>
</tr>
</tbody>
</table>

CHAPTER 1: INTRODUCTION

1.1 Introduction 1
1.2 Background of the Study 1
1.3 Problem Statement 3
1.4 Research Objectives 5
1.5 Research Question 5
1.6 Research Hypothesis 5
1.7 Significance of Study 6
1.8 Definition of Terms 7
1.9 Conclusion 8

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction 9
2.2 Job Satisfaction 9
2.3 Psychological Capital and Job Satisfaction 11
   2.3.1 Self-efficacy and job satisfaction 12
Abstract

The purpose of this study is to examine the significant relationship between psychological capital and job satisfaction of millennials front line staff. The author propose that psychological capital has an effect toward job satisfaction on millennials front line staff. A theoretical model which psychological capital as independent variable and job satisfaction as dependent variable. This model is tested using data gathered from 100 front line staff. The results show resilience is the only dimension in psychological capital that have a significant relationship on job satisfaction toward millennials front line staff.

Keywords Psychological capital, job satisfaction, front line, millennials