

**THE RELATIONSHIP OF PERSONAL FACTOR
WITH JOB SATISFACTION: AN EXAMINATION
OF EMPLOYEES AT MAHKOTA HOTEL
MALACCA**

**ISLIANAH BTE ISMAIL
2003478438**

**Submitted in Partial Fulfillment
Of the Requirement for the
Bachelor of Business Administration
(Hons) Marketing**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA**

2006

LETTER OF SUBMISSION

26 November 2006

The Head of Program
Bachelor of Business Administration (Hons) Marketing
Faculty of Business Management
Universiti Teknologi Mara
78000 Alor Gajah
Melaka

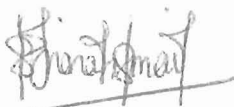
Dear Madam.

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "THE RELATIONSHIP OF PERSONAL FACTOR WITH JOB SATISFACTION: AN EXAMINATION OF EMPLOYEES AT MAHKOTA HOTEL MALACCA" to fulfill the requirements as needed by the faculty of business management. Universiti Teknologi Mara.

Thank You

Yours Sincerely



ISLIANA ISMAIL

2003478438

Bachelor of Business Administration (Hons) Marketing

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION (HONS) MARKETING
FACULTY OF BUSINESS MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY
CAMPUS MALACCA

“DECLARATION OF ORIGINAL WORK”

I, Islianah bte Ismail. (I/C Number: 840326-04-5340)

Hereby, declare 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: _____

A handwritten signature in black ink, appearing to read 'Islianah bte Ismail', is written over a horizontal line.

Dated: _____

7/12/06

TABLE OF CONTENT	PAGE
ACKNOWLEDGEMENT	IV
LIST OF TABLES	XI
LIST OF FIGURES	XII
ABSTRACT	XIII

CHAPTERS

CHAPTER-1 INTRODUCTION

1.0	Introduction	2
1.1	Background of the Study	3
1.2	Research Problem	5
1.3	Research Question	6
1.4	Research Objective	7
1.5	Hypotheses	7
1.6	Scope of Study	9
1.7	Time Frame	10
1.8	Definition of Terms	10
1.9	Limitation of the Study	11

CHAPTER 2-LITERATURE REVIEW

2.0	Introduction	13
2.1	Theory: Herzberg Theory	13
2.2	Job Satisfaction	15

ABSTRACT

This study is to determine the job satisfaction effected by personal factor at Mahkota Hotel Malacca. Personal factor are age, gender, income, environment, facilities, leadership skill and motivation. In order to do this survey 36 members of Mahkota Hotel Malacca are selected to answer the questionnaires. The questionnaires constructed based on relationship between personal factor and job satisfaction.

To analyze the data collected, descriptive analysis and simple correlation coefficient were used. Overall data processing and statistical analyzing were computed by using Statistical Package Social Science (SPSS). The finding indicates that the personal factors used by Mahkota Hotel Malacca have help to achieve job satisfaction. Besides that, the relationship between the personal factor and job satisfaction can be identified. At the end of this study, the researcher had recommended some ideas, which can help Mahkota Hotel Malacca in improving their job satisfaction for the employees.