



**DETERMINANTS AFFECTING EMPLOYEES' SATISFACTION IN ELID SDN BHD**

**NUR SARI SYAKIRIN BINTI MOHD AMRAN**

**2009727451**

**BACHELOR OF BUSINESS ADMINISTRATION**

**(HONS) INTERNATIONAL BUSINESS**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA**

**MELAKA CITY CAMPUS**

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**BACHELOR OF BUSINESS ADMINISTRATION (HONS)  
INTERNATIONAL BUSINESS  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDAR MELAKA**

**“DECLARATION OF ORIGINAL WORK”**

**I, NUR SARI SYAKIRIN BT MOHD AMRAN, (I/C number: 880208-05-5625)**

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: January 4, 2012

## LETTER OF SUBMISSION

4<sup>th</sup> JANUARY 2012

The Head of Program  
Bachelor of Business Administration (Hons) International Business  
Faculty of Business Management  
Universiti Teknologi MARA  
Kampus Bandaraya Melaka  
Melaka

Dear Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “DETERMINANTS AFFECTING EMPLOYEES’ SATISFACTION IN ELID” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Yours sincerely,

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NUR SARI SYAKIRIN BT MOHD AMRAN

2009727451

Bachelor of Business Administration (Hons) International Business

## **ABSTRACT**

In this new era of globalisation, job satisfaction plays important element in any organization. We can say that job satisfaction is the starting point in order to make sure the organization really success in their business. But, this key point always been unrealized by the organization because they are too busy thinking on how to create more money and benefit day by day. The organization may achieve their target in business, but they will face lots of problem if their workers feel unsatisfied with their job. As a result, the employees will create a problem on productivity, absenteeism, turnover rates, as well as disciplinary problem. ELID Sdn Bhd has about 95 employees and of course will face the same problem if management does not even bother to take care on factor that leads to employees' job satisfaction. Due to these reasons, the researcher decided to do research on this topic to gain in depth understanding on determinants affecting employees' satisfaction thus able to make them stay loyal in a company.

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