



**JOB SATISFACTION IN RS CAPITAL HOLDINGS
BERHAD**

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**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) INTERNATIONAL BUSINESS
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**Submitted in Partial Fulfillment
Of the Requirement for the
Bachelor of Business Administration
(Hons) International Business**

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

2008

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”

I, Ruzanna Binti Sapuan, I/C Number: 850313-13-5696

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 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

20 November 2008

The Head of Program
Bachelor of Business Administration
(Hons) International Business
Faculty of Business Management
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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "JOB SATISFACTION IN RS CAPITAL HOLDINGS BERHAD" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA

Thank you

Yours Sincerely

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ABSTRACT

In an organization, employees play a vital role in order to keep business run smoothly and to maintain sustainable long-term competitive advantage of organization externally or internally. The purpose of this research is to know the level of job satisfaction in RS Capital Holdings Berhad, to identify problem face by employees, to identify the factors that influence job satisfaction, to investigate the factors that can motivate employee job satisfaction, to suggest ways to maintain qualified employees for a long period of time and to make recommendations and improvement needed by this company.

The researcher use questionnaires survey, observations, journals, textbook and webpage as a sources of data collection. In this research, a set of 50 questionnaires was distributed to 56 respondents in RS Capital Holdings Berhad. When considering job satisfaction, demographic variables should be considered to thoroughly understand the possible factors that lead to job satisfaction and dissatisfaction. The analysis on level of satisfaction and other factors that influence and motivate it has determined satisfaction level of employee towards their work and organization. Based on 31 usable respondents, most of them are not satisfied working in RS Capital Holdings Berhad. The researcher also has stated several recommendations and suggestions that may be useful to the company to the company to make improvement in organization's strategies in the future.