



**FINAL REPORT:**

**WORK MOTIVATION AND JOB  
SATISFACTION:  
A STUDY IN MASKARGO, KLIA**

MASkargo

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<b>TABLE OF CONTENT</b>	<b>PAGE</b>
<b>1.0 INTRODUCTION</b>	
1.1 Background	1
1.1.1 MASkargo overview	2
1.1.2 MASkargo vision	3
1.1.3 MASkargo mission	3
1.2 Research Question	3
1.3 Objective	3
1.4 Problem Statement	4
1.5 Significance of Study	5
1.6 Scope of Study	5
1.7 Limitation of Study	5
1.8 Definitions of Terms	6
1.8.1 Motivation	6
1.8.2 Job satisfaction	6
1.8.3 Reward and recognition	7
1.8.4 Leadership	7
1.8.5 Organizational culture	7
1.8.6 Empowerment	7
1.8.7 Training	8
1.9 Theoretical framework	8
<b>2.0 LITERATURE REVIEW</b>	
2.1 Motivation	9
2.2 Job Satisfaction	13
2.3 Factor/ Element That Contribute Towards Employees Motivation	16
2.3.1 Reward and recognition	16
2.3.2 Leadership	17
2.3.3 Organizational culture	19
2.3.4 Empowerment	20
2.3.5 Training	21
<b>3.0 RESEARCH METHODOLOGY</b>	
3.1 Instruments	24
3.2 Research procedure	24
3.3 Primary data	25
3.4 Interview session	25
3.5 Observation	25
3.6 Questionnaire	25
3.7 Data Analysis	26

<b>4.0 FINDINGS AND ANALYSIS</b>	
4.1 Research findings and analysis	27
4.2 Reliability test	28
4.3 Frequency of the respondents (demographic profile)	29
4.3.1 Gender	29
4.3.2 Age	29
4.3.3 How long have you worked for MASkargo	29
4.3.4 Department	30
4.3.5 Role in organization	30
4.3.6 Monthly income	30
4.3.7 Working hours	30
4.3.8 The interpretation	31
4.4 Independent Variable Frequency and Percentage	32
4.4.1 Question 1	32
4.4.2 Question 2	33
4.4.3 Question 6	34
4.4.4 Question 14	35
4.4.5 Question 22	36
4.5 Cross-tabulation Analysis	37
4.5.1 Gender and training programmed	37
4.5.2 Age and flexible /understanding management	39
4.5.3 How long worked with MASkargo and work expectation	41
4.5.4 Monthly income and salary fair with responsibility	43
<b>5.0 CONCLUSION AND RECOMMENDATION</b>	
5.1 Conclusion	45
5.2 Recommendation	46
<b>6.0 REFERENCES</b>	48
<b>7.0 APPENDIXES</b>	49

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**1.0 INTRODUCTION**

**1.1 Background**

The management of people at work is an integral part of the management process. To understand the critical importance of people in the organization is to recognize that the human element and the organization are synonymous. A well-managed organization usually sees an average worker as the root source of quality and productivity gains. An organization is effective to the degree to which it achieves its goals. An effective organization will make sure that there is a spirit of cooperation and sense of commitment and satisfaction within the sphere of its influence. In order to make employee satisfied and committed to their job, there is need for strong motivation at the organization

Motivation is a basic psychological process. Along with perception, personality, attitudes, and learning motivation is a very important element of behavior. Workers will satisfy and committed with the job when the management employ the effective motivation for the workers. Specific employee attitudes relating with job satisfaction and organizational commitment in practice of human resources management. An attitude has direct impact on job satisfaction. Organizational commitment on the other hand, focuses on their attitudes towards the entire organization.

This study will present the information and the perspective, describing job satisfaction, motivation and organizational commitment of MASkargo employee's.

### **1.1.1 MASkargo Overview**

Malaysia Airlines Cargo Sdn Bhd or better known as MASkargo is the subsidiary of national carrier Malaysia Airlines. It's core services are sales and marketing of cargo space on both Malaysia Airlines passenger flights and MASkargo freighters, handling of normal cargo, express cargo, perishables, live animals, transshipment of cargo on behalf of Malaysia Airlines and Customer Airlines, Charter services, I-Port transshipment service (sea-air link) and Truck Flight services of trucking palletized cargo from various points for connection on board MASkargo aircraft at KLIA (MASkargo). In fleet capacity, MASkargo has four B747-200F freighters and two brand new B747- 400 freighters servicing various sectors across 3 continents mainly Asia, Europe and Australia. The freighter service complements the passenger network in terms of providing onward cargo connections out of KLIA into Europe, Orient, Indian Subcontinent, Middle East and Australia.

MASkargo also manages a well-equipped Advanced Cargo Centre (ACC) warehouse, which is able to handle up to one million tons of cargo per year. The ACC is designed as a sophisticated transshipment hub within a free commercial zone, with sufficient space to support cargo distribution activities. Innovation is a key at MASkargo, as the air cargo carrier has created a number of original services not offered in other Asian cargo hubs. One of these is the i-Port concept which has established an airport within a seaport, extending the carrier's services to Port Klang, a major seaport on Malaysia's west coast.