

**THE IMPLEMENTATION OF 5S TOWARDS THE  
NON-EXECUTIVE EMPLOYEE'S JOB SATISFACTION AT  
TELEKOM, KUCHING, SARAWAK.**

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## ABSTRACT

This study was conducted to identify the implementation of 5S toward the employee's job satisfaction of the Non-Executive at Telekom, Kuching, Sarawak. For the research hypothesis, the data were analyzed by using Pearson Correlation test through "Statistical Package for Social Science (SPSS)" version 20.0. On the other hand, a method approach was adapted, in which data were obtained through the quantitative methods. To be specific and measurable, explanatory case study was applied in order to help the researcher to examine the data obtained closely both at the quantitative surface in order to explain the issue of 5S practices in organization in Sarawak. Furthermore, this study was obtained through a set of questionnaires. The consistency of most findings with past studies and related theories showed that 5S elements did play a role in influencing the employee's job satisfaction in organization.

**Keyword:** *5S, Employee's Job Satisfaction, Non-Executives*

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## **CHAPTER 1**

### **INTRODUCTION**

#### **Background of the Study**

Early 1980s, 5S concept was first introduced to the practice of companies in Japan. A framework of applying 5S within a business was first formalized by Takashi Osada (Ho, et al., 1995). In Malaysia, 5S concepts have been introduced in the mid-1980s through Look East Policy and have been practiced in the private sector companies, especially multinational companies (Sanuri, Mokhtar, Zien, & Yusoff, 2003). A survey within the Malaysian firms certified 5S concept conducted by Malaysia Productivity Corporation (MPC) confirmed major benefits of quality performance include the reduction in rework as reported by 83.7% of the firms. Meanwhile, 82.8% experienced improvement in employee creativity, teamwork and morale, and 68.8% of the firms reported reduction in customer complaints (Jamian, Ab Rahman, Md Deros, Mohamed, & Nik Ismail, 2013).