



**MARA UNIVERSITY OF TECHNOLOGY
ALOR GAJAH BRANCH, MALACCA.**

**FACULTY ADMINISTRATIVE SCIENCE AND POLICY
STUDIES**

UNIT PERKHIDMATAN MAKLUMAT
Bahagian Perpustakaan
Universiti Teknologi MARA
Kampus Melaka
Melaka.

TITLE OF STUDY:

**“A Study on the Effects of Promotion Towards Job
Satisfaction Within Public Organization”**

A Case Study At Kastam Di Raja Ayer Keroh , Malacca

BACHELOR OF CORPORATE ADMINISTRATION (HONS)

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29 February, 2004

Dear Mr,

Submission of the Final Project Paper

Enclosed herewith is the research entitling "The Effects of Promotion Towards Job satisfaction". A Case Study at Kastam Di Raja Ayer Keroh.

2. It hope that, this thesis will meet the requirement of the Faculty Of Administrative Science and Policy. I appreciate all the guidance and support that have been given upon the process of completion this research.

3. I hereby declare that the work contained in this research report is original and our own except those duly identified and recognized.

Thank you, for your kindness in accepting this project paper.

Thank you,


(NURHANANI BINTI KAMALUDIN - 2002606121)

ACKNOWLEDGEMENT

As the final student Bachelor of Corporate Administrator (Honors) majoring in General Administration, is a part of the course requirement to undergo an internship with selected organization, which is prior to the graduation. I'm assigned to complete a research paper, which is related to the respective organization.

Allah all the mighty, the mercy of giving me inner strength and opportunities to complete this research.

Alhamdulillah this research would not have been possible without support of many people, a few whom deserve special thank. I gratefully acknowledgement to my advisor, Associate Professor En. Rozalli Hashim who is responsible in giving me valuable idea, guidance and cooperation in completing this research. He convinces me that I could and should undertake and presented this research as good as possible for my future purpose. I'm really appreciated for valuable advisory an a way, he tough me that I would never forget.

I'm also want to take the opportunities to thank to Pn. Norsiah whose Manager of personnel department at Kastam Di Raja Ayer Keroh. She is the person whose provide me the valuable information during I is there.

Special thanks and dedicated to the entire worker at every department who give me cooperation in answering the questionnaire.

Also thank to others lecture in Uitm, Alor Gajah and also to my friend.

ABSTRACT

This research is about the effects of promotion towards job satisfaction. The objective of this research is to know whether the effects of the promotion have association with job satisfaction. Promotion is the way to recruit the employees internally or in the other words, it is internal recruitment, which recruit individual from within the organization to fulfill vacancies. Job satisfaction is a collection of the employees feeling about their jobs.

The researcher has chosen KASTAM Di Raja, Ayer Keroh, Malacca to done this research. The respondents are choosing randomly. The findings of the data have been analyzed through SPSS. The associations have been shown in the frequency, cross tabulation and descriptive statistics.

The finding shows that only conflict and promotional policy have association with job satisfaction in the KASTAM Di Raja, Ayer Keroh, Malacca organization. The recommendations have been given which is how the organization can do to ensure that the promotion can be practices successfully.

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