MOTIVATION FACTOR THAT INFLUENCE JOB SATISFACTION AMONG THE EMPLOYEES IN WANIJA GROUP

NOOR AZURA BINTI MOHD ZAIN 2004334174

Submitted In Partial Fulfillment of the Requirement for the Bachelor of Business Administration (Hons) International Business

FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA MELAKA

2006

ACKNOWLEDGEMENT

First of all, in the Name of Allah, the Most Gracious and Most Merciful, very

thankful and praise to Allah because of giving me the effort, strength and patience in

completing this research study.

I also would like to say my appreciate and thanks to my advisor, Mr. Mohamed

Saladin Bin Abdul Rasool, whose guiding me in preparing and completing this

research study with give the valuable information and ideas.

Unforgotten to all lecturers in faculty of Business Administration especially to my

second advisor, Puan Jamilah Mahyideen for their willingness to help me to ensure

that I can do the best for this research

My appreciation also goes to all the staff at Wanija Group especially at Wanija

Management for their support and help. Without their cooperation, it is difficult for

me to get information and data that I need to complete this research.

Lastly I am deeply thankful to my beloved parents and friends that really understand

me. Frankly, because of their consistent prayers, encouragement and support, I

became strong to face with all challenges during the research process.

Noor Azura Bt. Mohd Zain

2004334174

iv

TABLE OF CONTENT	PAGE
ACKNOWLEDGEMENT	iv
LIST OF TABLE	vii
LIST OF FIGURE	viii
ABSTRACT	ix
CHAPTER 1 – INTRODUCTION	
1.1 Background of Wanija Group	2
1.2 Problem Statement	3
1.3 Research Questions	5
1.4 Research Objectives	5 5 5
1.5 Significance	5
1.6 Theoretical Framework	6
1.7 Hypothesis	7
1.8 Scope of the Study	7
1.9 Limitation of the study	8
1.10 Definition of terms	9
1.10 Definition of terms	9
עשקוווע אוויים או מיים או איים אוויים או איים אוויים אוויי	
CHAPTER 2- LITERATURE REVIEW	1.1
2.1 Definition of Employee satisfaction	11
2.2 Motivation Defined	11
2.3 Employees Motivation	12
2.4 Motivation Theories	14
2.5 Hertzberg Theories	15
2.6 Factor influencing motivation in Hertzberg's	16
OHARBER & DEGE A DOLL MERRIADO OF OOM	
CHAPTER 3- RESEARCH METHODOLOGY	
4.0 Type of Research Design	20
4.1 Population	20
4.2 Sampling	21
4.3 Data Collection	21
4.4 Questionnaires Development	21 22
4.5 Data Analysis	
4.6 Data Interpretation	23
CHAPTER 4- ANALYSIS AND FINDINGS	
4.1 Reliability Testing	25
4.2 Respondent File	25
4.3 Level of Satisfaction	27
4.4 Working Condition	28
4.5 Relationship	29
4.6 Rewards	29
4.7 Personal Growth	30
4.8 Control	31
4.9 Relationship between Year of Working And Overall Satisfaction	31
4.10 Relationship between Income and Overall Satisfaction	32
4.11 Relationship between Working Condition and Overall Satisfaction	32
4.12 Relationship between Relationship and Overall Satisfaction	34
4.13 Relationship between Rewards and Overall Satisfaction	35
4.14 Relationship between Personal Growth and Overall Satisfaction	37
4.15 Relationship between Control and Overall Satisfaction	38
4.16 Relationship between Variables Involves In This Study.	39
*	

LIST OF T	rables .	PAGE
Table 3.1	Staff's Population at Wanija Group	20
Table 4.1	Reliability Testing	25
Table 4.2	Percentage Table by Sex	25
Table 4.3	Percentage Table by Race	26
Table 4.4	Percentage Table by Age	26
Table 4.5	Percentage Table by Marital Status	26
Table 4.6	Percentage Table by Income	27
Table 4.7	Percentage Table by Year of Services	27
Table 4.8	Descriptive Statistics For The Level Of Satisfaction	27
Table 4.9	Frequency Table for Overall Satisfaction	28
Table 4.10	Frequency Table for Working Condition	29
Table 4.11	Frequency Table for Relationship	29
Table 4.12	Frequency Table for Rewards	30
Table 4.13	Frequency Table for Personal Growth	30
Table 4.14	Frequency Table for Control	31
Table 4.15	Cross tabulation of Year Of Working And Overall Satisfaction	31
Table 4.16	Cross tabulation of Income and Overall Satisfaction	32
Table 4.17	Cross tabulation of Working Condition And Overall Satisfaction	33
Table 4.18	ANOVA Test For Working Condition And Overall Satisfaction	33
Table 4.19	Cross tabulation of Relationship And Overall Satisfaction	34
Table 4.20	ANOVA Test For Relationship And Overall Satisfaction	35
Table 4.21	Cross tabulation of Rewards And Overall Satisfaction	35
Table 4.22	ANOVA Test For Rewards And Overall Satisfaction	36
Table 4.23	Cross tabulation of Personal Growth And Overall Satisfaction	37
Table 4.24	ANOVA Test For Personal Growth And Overall Satisfaction	38
Table 4.25	Cross tabulation of Control And Overall Satisfaction	38
Table 4.26	ANOVA Test For Control And Overall Satisfaction	39
Table 4.27	Correlation	40

ABSTRACT

In every organizational, employees were considered as an important input into the production of goods and services. They are the greatest assets that can help companies to grow and succeed and without them no company could function. However many business managers today are not aware that motivation of their employees on their business, and it is therefore important they learn and understand the factors that determine positive motivation in the workplace. Actually, motivation can influences productivity where supervisors need to understand what motivates their employees to reach their performance. Base on this reason this research had been done in order to study the level of satisfaction and motivation factors that can influence job satisfaction among the employees of Wanija Group.

This research can been identifying as descriptive study, which census had been used. Here the questionnaires had been focus for gaining information and feedback regarding to the level and motivation factor that can influence job satisfaction in this company. Primary data had been used and to analyze the data, SPSS program had been used where hypothesis testing and descriptive analysis been using to interpret the data. Hopefully the finding of this research can give some benefits to the company and also can help this company to make some improvement in order to increase their employee's satisfaction.