



**DETERMINANTS OF JOB SATISFACTION AMONG
EMPLOYEES AT PARKSON MAHKOTA PARADE,
MELAKA**

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**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOUR (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
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MELAKA**

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LETTER OF SUBMISSION

31 December 2013

The Head of Program
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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**DETERMINANTS OF JOB SATISFACTION AMONG EMPLOYEES AT PARKSON MAHKOTA PARADE, MELAKA**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours Sincerely,

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DECLARATION OF ORIGINAL WORK

I am Halimatul Sadiyah binti Abd. Ghafar , (I/C Number: 900910-12-6600)

Hereby declare that,

- This work has not previously been accepted in substance for any degree, locally or oversea and is not being concurrently submitted for this degree or any other degree.
- This project paper is the result of our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature: _____

Date: _____

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CHAPTER 1

INTRODUCTION

1.1 OVERVIEW

This chapter serve as general as general of the research. It will provide the background of the study, purpose and scope of the study, significant of the study as well as the limitation of the research.

1.2 BACKGROUND OF STUDY

Job satisfaction is on the top of the important targets for an establishment which is in the process of total quality (Greenberg, J. & Baron, R. A., 2003). This is because, the provision of total quality, first of all, is based on the sincere commitment to work of the corporate employees or managers and being satisfied with their job. The role of motivation about the productivity and the efficiency is a topic which has been studied and debated for years. This company's success depends on employees' skills and willingness. With zero-error production of services, ensuring full customer satisfaction and employee in a harmonious relationship with their colleagues and work is the primary target of job satisfaction. Composing customer contentment and loyalty, however, depends on making the firm's employees satisfied and the degree of saturation for their job.

Greenberg, J. & Baron, R. A. (2003) says that job satisfaction is an attitude of an employee over a period of his/her job so the factors of job satisfaction and dissatisfaction changes over the period of time. However, in today's business climate of continuous changes and uncertainty, the importance of job satisfaction to organizational performance and individual can be "pay". Job satisfaction is an attitude and measuring attitudes at workplace is not an easy task.