



**A STUDY ON THE DETERMINANTS OF EMPLOYEES' JOB SATISFACTION AT
NATIONAL HEART INSTITUTE (IJN)**

NORFARHANAH BINTI ZULKEFLI

2013264648

NOOR AZANAH NAJWA BINTI RAIMEE

2013458838

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

JUNE 2016

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

“DECLARATION OF ORIGINAL WORK”

We, Norfarhanah Binti Zulkefli (I/C Number: 910512-14-5178) and
Noor Azanah Najwa Binti Raimee, (I/C Number: 940502-12-6480)

Hereby, declare that:

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

Signature: _____

Date: _____

Signature: _____

Date: _____

LETTER OF SUBMISSION

29th June 2016

The Head of Program
Bachelor of Business Administration (Hons) Human Resource Management
Faculty of Business Management
Universiti Teknologi MARA
Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka

Dear Sir / Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title "**A STUDY ON THE DETERMINANTS OF EMPLOYEES' JOB SATISFACTION AT NATIONAL HEART INSTITUTE (IJN)**" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

NORFARHANAH BINTI ZULKEFLI
2013264648

NOOR AZANAH NAJWA BINTI RAIMEE
2013458838

TABLE OF CONTENTS

CONTENT	PAGE
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF TABLES	viii
ABSTRACT	ix
CHAPTER 1: INTRODUCTION	
1.0 Introduction	1
1.1 Background of Study	2
1.2 Problem Statement	6
1.3 Research Questions	8
1.4 Research Objectives	8
1.5 Scope of Study	8
1.6 Significance of Study	9
1.6.1 Organization	
1.6.2 Employee	
1.6.3 Future researcher	
1.7 Limitation of Study	10
1.7.1 Non generalizability	
1.7.2 Confidentiality of information	
1.7.3 Lack of respondents cooperation	
1.8 Definition of Terms	11
1.8.1 Job Satisfaction	
1.8.2 Working Environment	
1.8.3 Career Development	
1.8.4 Training	
1.8.5 Reward	

ABSTRACT

Employees' job satisfaction becomes a common issue faced by many employers today. The purpose of this study was to identify the level of employees' job satisfaction, to determine the relationship, and the dominant factors. It is important for an organization to recognize the level of employees' job satisfaction, the relationship and dominant factors to gain commitment from their workers as well as to able them to achieve the organization objective. The independent variable of this study refers to working environment, career development, training and rewards. 100 respondents were chosen from the total population from six departments in the organization by using simple random sampling. To accomplishing the research objectives, the researchers used questionnaire as the method to collect all the data from the respondents. From the findings of the study, working environment, career development, and reward have significant relationship with employees' job satisfaction, while training is not the significant predictor for employees' job satisfaction. The researchers also found that career development is the most significant predictor variable. In overall, all the objectives of this research are able to answer by the researchers.