



**Faculty of Administrative Science
& Policy Studies
Universiti Teknologi MARA**

Bachelor of Administrative Science

**A Study on the Factors Influencing Employee's Satisfaction
towards the Organizational Benefits**

**Nurul Syafiqah Binti Mohammad Fahimi
2016351397
Syazwani Binti Mohd Shatir
2016706683**

March 2018 - January 2019

CLEARANCE OF SUBMISSION OF THE RESEARCH BY THE SUPERVISOR

Name of Supervisor : Madam Noorayuni Bt Rusli

Title of Research Report : A Study on The Factors Influencing Employee's
Satisfactions Towards the Organizational Benefits.

Name of Student 1 : Nurul Syafiqah Bt. Mohammad Fahimi
(2016351397)

Name of Student 2 : Syazwani Bt. Mohd Shatir
(2016706683)

I have reviewed the final and complete research proposal and approve the submission of
this report for evaluation.



.....
(Madam Noorayuni Bt Rusli)

ABSTRACT

This study is to focus on benefits from organization to the employees at hotel industry. Organization benefits are benefits offered to employees from employers, such as good working environment, pay and promotion and a retirement plan. Then, offering organization benefits can shape a company's culture and affect employee retention. A set of positive and negative feelings that an employee have about his job is also known as employee's satisfaction. So, this study is to examine the factors influencing of the employee's satisfaction on organization benefits a study of five star hotel in Kedah. This was focusing at five-star Grand Alora Hotel, Alor Setar, Kedah. A descriptive research design was used in the study. The target population was 132 employees of five-star hotels in Grand Alora Hotel, Alor Setar, Kedah. Census technique was used to determine the sample size. Primary data was collected using a structured questionnaire. Statistical Package for Social Sciences (SPSS) is to ensure good quality of the data. Cronbach alpha was used to determine reliability of the questionnaire and correlation analysis was done to determine the relationship between dependent and independent variables. Findings revealed that there was a strong positive relationship between financial rewards, working condition, employer commitment. The study concluded there is a clear evidence that five stars hotels in Grand Alora Hotel, Alor Setar, uses various forms of employees financial rewards such as allowances as recognition strategy to show the value of employees at work. It can also be concluded that working condition enhance employees satisfaction and productivity. The employer commitment also can lead to increase the level employee satisfaction towards the organization benefits. Moreover, from the findings the most factor that influence the employee's satisfaction toward organization benefits is financial rewards.

Keywords: Employee's Satisfaction, financial rewards, working condition, employer commitment.

Table of Contents

Chapter One: Introduction	
Introduction	1
Background of study	1
Problem statement	2
Research Questions	4
Research Objectives	5
Scope of the Study	5
Significance of the Study	6
Definition of Terms/ Terminology/ Concepts	7
Conclusions	9
Chapter Two: Literature Review & Conceptual Framework	
Introduction	10
Employee's benefits on employee satisfaction	10
Herzberg's Two- Factor Theory of Job Satisfaction	11
Factors that lead to dependent variable	13
The independent variable	18
Conceptual Framework	21
Hypothesis	24
Conclusion	26
Chapter Three: Research Method	
Introduction	27
Research Design	27
Unit of Analysis	28
Sample Size	28
Sampling Technique	29
Measurement/Instrumentation	29
Data Collection	37
Data Analysis	38
Conclusion	40
Chapter Four: Research Findings	
Introduction	41
Demographic Profile	41
Category of Mean for Descriptive Analysis	44
Findings	44
Research Objective 1	45
Research Objective 2	46
Research Objective 3	48
Research Objective 4	49
Research Objective 5	50
Conclusion	52

Chapter Five: Discussion and Conclusion	
Introduction	53
Discussion on Finding	53
The Relationship Between Financial Rewards and Employee's satisfaction Towards Organization Benefits.	55
The Relationship Between Working Condition and Employee's satisfaction Towards Organization Benefits.	56
The Relationship Between Employer Commitment and Employee's satisfaction Towards Organization Benefits.	57
The most influential factor that affecting the employee's satisfaction towards the organization benefits.	58
Recommendations	59
Limitations	59
Future Research	60
Conclusion	61
References	62
Appendix	64