



**A STUDY ON FACTORS AFFECTING EMPLOYEE'S JOB SATISFACTION AT
MALAYSIAN QUALIFICATIONS AGENCY (MQA).**

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**BACHELOR OF BUSINESS ADMINISTRATION
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**Submitted in Partial Fulfillment of the
Requirement for the
Bachelor of Business Administration (Hons) Human Resources Management**

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

BANDARAYA MELAKA

JANUARY 2014

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

“DECLARATION OF ORIGINAL WORK”

I, Syed Afifi Bin Sayed Abd Rahman, (I/C Number: 881201-56-6039)

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:

(Syed Afifi Bin Sayed Abd Rahman)

Date:

3rd January 2014

LETTER OF SUBMISSION

3rd January 2014

The Head of Program

Bachelor of Business Administration (Hons) Human Resources Management

Faculty of Business Management

Universiti Teknologi Mara

Kampus Bandaraya Melaka

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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper title “A STUDY ON FACTORS AFFECTING EMPLOYEE’S JOB SATISFACTION AT MALAYASIAN QUALIFICATIONS AGENCY (MQA)” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you.

Your Sincerely

Syed Afifi Bin Sayed Abd Rahman

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Bachelor of Business Administration (Hons) Human Resources Management

ABSTRACT

This research was carried out to examine the factors affecting the job satisfaction at Malaysian Qualifications Agency (MQA). Job satisfaction in employees seems to be declining even though there are continues initiative to help them by giving them training and development to improve the quality of employee's performance to achieve organization success.

In present organizational culture, job satisfaction has emerged into organizational performance and become its major component. Job satisfaction can represent the moral of employees in carrying their task, duties and responsibilities and it directly affect their performance. The question arises thus, why exactly job satisfaction might be decline year by year.

The scope of research is focusing on three factors affect the job satisfaction in employees are pay factor, working conditions and workload. This study involved 120 employees excluded high position in Malaysian Qualifications Agency (MQA). The instrument used in this research was a set of questionnaires.

The findings of this study indicate pay factor, working condition and workload show how the factors affect toward job satisfaction. The entire factors have a significant correlation relation with job satisfaction. Based on the findings, the researcher recommends to organization (Malaysian Qualifications Agency (MQA) using this research as reference to improve employee's job satisfaction and continue this for future research.