



**STUDY OF JOB SATISFACTION AMONG STAFFS AT  
STANDARD CHARTERED SCOPE INTERNATIONAL (M)  
SDN BHD**

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DECLARATION OF ORIGINAL WORK

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- This work has not previously been accepted in substance for any degree, locally or overseas and not being concurrently submitted for this degree or any other degree.
- 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.

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## ABSTRACT

This paper is to investigate about the job satisfaction on among staffs at Standard Chartered Scope International (M) Sdn Bhd. There are several identifiable items in order to constructs job satisfaction which is concerning of reward, training and organization trusts that were selected in measuring the dependent variable. As been repeatedly stated in most literatures, the satisfaction of employee will be depended to the services that provides by the organization. The commitment of the employee will lead to the achievement of the organization. Then, the organization need to provide facility and reward to motivate their staffs. Thus, with the total commitment of both parties which are organization and the employee, then only the mission and vision of the company could be accomplished. Based on the population list, a cross-sectional survey was conducted for getting the generalization of the study. Using a set of questionnaire as the research instrument, a census study was executed with a total population 120 to represent the study. Therefore, the result of the investigation demonstrated that all the identifiable constructs were moderately and significantly correlated with the job satisfaction.

*Keywords; Customer satisfaction on Islamic banking services, responsiveness, products, promotions.*

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