

UNIVERSITI TEKNOLOGI MARA

**THE MEDIATING EFFECT OF
EMPLOYEE'S SATISFACTION ON
THE RELATIONSHIP BETWEEN
HUMAN RESOURCE PRACTICES AND
EMPLOYEES JOB PERFORMANCE IN
KBS AND MATC**

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AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of university Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any academic institution or non-academic institution for any degree qualification.

I, hereby, acknowledge that I have been supplied with the academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

Unproductive employees were an example of critical problems to an organizational that might cause high employee turnover. Low standard performance usually comes from low job satisfaction from employees. There is also a difficulty to choose the suitable practice to be implementing in the organization in order to improve employees' satisfaction. Therefore, the purpose of this study was to compare HR practices towards employees' satisfaction and job performance in public and private organizations in Malaysia specifically in organizations operating in sports. Besides, this study also want to discovered that employees' satisfaction had contributed and mediated the relationship between HR practices and employees' job performance. This research was conducted in Ministry of Youth and Sports, Putrajaya (as public organization) and Maybank Academy and Training Center (as private organization). Data was collected through questionnaire distribution. The samples, N=171 were selected using convenient sampling. Some of the method used in this research such as the Levene's test, Pearson Correlation coefficient and the hierarchical multiple regression analysis. The result showed that HR practices towards employees' satisfaction and job performance were positively related. It can be generalized that HR practice play huge role on employees' satisfaction where employees' satisfaction will influence employees' job performance. Therefore, it is recommended to every organizations to have more concern on the HR practice applied in their organization.

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