



**DETERMINANTS OF JOB SATISFACTION AMONG GEN-Y AT
PETRONAS REFINERY AND PETROCHEMICAL
CORPORATION (PRPC) SDN. BHD.**

**AMIRUL HAKIM BIN MASKUR
2015134465**

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

JANUARY 2018

ACKNOWLEDGEMENT

Alhamdulillah, thank to Allah S.W.T, the Most Gracious, the Most Merciful and peace blessing of Allah be upon His beloved Muhammad S.A.W for giving me the strength and inspiration to complete this project paper, as to fulfil the requirement of the faculty in obtaining the Bachelor in Business Administration (Hons) International Business.

I have owed a great deal of thanks to a number of people for helping me attain the goal of completing my degree. First and foremost, I would like to thank my main research advisor, Dr. Ahmad Fadhly Arham for his guidance and inspiration of which made the task of writing this research paper much easier to accomplish. Not forgetting my second examiner Mr. Mohd Halim Mahpoth for her unwavering support, encouragement and patience throughout this entire endeavor which cannot be expressed in words.

Next, I wish to extend my gratitude of appreciation to the manager and all staffs of PETRONAS Refinery Petrochemical Corporation Sdn. Bhd. for giving me their cooperation to finish this project paper. Besides that, I must thank my beloved parents [REDACTED] and Hjh [REDACTED] also to my family members who are given me moral support, courage, understanding and financial support in completing this study. My appreciation also goes to my fellow friend Nurul Atiqah Alias for her guidance and giving me the additional strength to complete the task. Without your support and camaraderie, this adventure would never have been so enjoyable.

Lastly, for those who are not mentioned, thank you for your cooperation. May Allah bless all of you.

ABSTRACT

This research aims to investigate job satisfaction among the new and young employees at PETRONAS Refinery Petrochemical Corporation (PRPC) Sdn. Bhd. There are three objectives had been set in this research. First, to examine the level of job satisfaction among Gen Y employees. Second, to examine the relationship between relationship, salary and opportunity for growth towards job satisfaction and third, to identify the factors that contribute the most towards job satisfaction. In order to complete this study, the data was obtained from primary data through the distribution of questionnaire. Therefore, the questionnaire was distributed to 100 respondents which to those Gen-Y among the PRPC employees. The questionnaire is about factors that contribute to job satisfaction. Then, all the collected data were analyzed by using Statistical Package for Social Science (SPSS) version 21. For descriptive analysis, the means value of Job Satisfaction is 3.50, it can be concluded that in term of level of job satisfaction, it seems that the respondents of this study agreed that currently they are satisfied with their jobs at PETRONAS Refinery Petrochemical Corporation (PRPC) Sdn. Bhd. From the correlational testing, the result show that the relationship between relationship and job satisfaction posed the highest correlational. Moreover, the result from regression analysis revealed that only relationship and opportunity for growth is significant towards the job satisfaction. Besides that, among the three hypotheses proposed by the researcher, only Hypotheses 2 (Salary) is rejected. In conclusion, it shows that top management of PRPC need to improve their relationship with younger employee and provide more opportunity for them to grow in the company will ultimately increase their job satisfaction.

TABLE OF CONTENT

CONTENT	PAGE
TITLE PAGE	I
DECLARATION OF ORIGINAL WORK	li
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v – vii
LIST OF FIGURE	viii
LIST OF TABLES	ix
ABSTRACT	X
CHAPTER ONE : INTRODUCTION	
1.0 Introduction	1
1.1 Background of study	1 - 2
1.2 Background of the company	2
1.3 Problem Statement	2 - 4
1.4 Research objectives	4
1.5 Research questions	4
1.6 Scope of study	5
1.7 Significance of study	5
1.7.1 To the PRPC employee	5
1.7.2 To the researcher	5
1.7.3 To other researcher	6
1.8 Limitation of study	6
1.8.1 Generalizability of the findings	6
1.8.2 Cooperation from respondents	6
1.9 Definition of term	6 - 7

CHAPTER 2 : LITERATURE REVIEW

2.0	Introduction	8
2.1	Literature review	8 -13
2.2	Theoretical Framework	13 - 14
2.3	Hypotheses	14 - 15

CHAPTER 3 : METHODOLOGY

3.0	Introduction	16
3.1	Methodology	16
	3.1.1 Research design	16
	3.1.2 Population, unit of analysis and sampling design	16 - 17
	3.1.3 Sample size	17
3.2	Data collection method	17
	3.2.1 Primary data	17
	3.2.1.1 Questionnaire	17 - 18
	3.2.2 Secondary data	18
	3.2.2.1 Internal data	18
	3.2.2.2 External data	18
3.3	Measurement of data	19
	3.3.1 Questionnaire design	19 - 20
3.4	Data Analysis Technique	20 - 21

CHAPTER 4 : DATA ANALYSIS AND FINDINGS

4.0	Introduction	22
4.1	Response rate	22
4.2	Frequency analysis	22
	4.2.1 Gender	23
	4.2.2 Age Group	23
	4.2.3 Marital Status	24
	4.2.4 Educational Level	24