



**FACTORS INFLUENCING EMPLOYEE SATISFACTION AMONG NON-  
ACADEMIC STAFF AT UNIVERSITI TUN HUSSEIN ONN MALAYSIA  
(UTHM)**

**MOHAMMAD IRFAN BIN HAMDANI**

**2014296558**

**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TEKNOLOGI MARA  
MELAKA**

**JULY 2017**

## **ACKNOWLEDGEMENT**

First and foremost, I would like to express our utmost gratitude to Allah S.W.T for giving us the strength and ability to complete this project paper. Blessing and salutation also be on Prophet of Allah S.W.T, Muhammad S.A.W.

In this respect, I am exceptionally grateful to my advisor, Miss Ezaili Binti Alias, who had inspired us in many ways from beginning till the end incompleteness of this thesis as well as deepest appreciation for her never ending guidance and support throughout our journey in completing this study.

Apart from that, I also would like to express our many thanks to Dr Irzan bin Ismail as my second examiner for his encouraging comments in preparing this study. Without their assistance and guidance, this write up would have not been able to be completed successfully.

My gratitude also goes to my family members, classmates and lecturers as their supports have given us the strength to complete this write up fruitfully. On the other hand, a very special thanks to all of our respondents for their valuable time and cooperation for their willingness in answering my questionnaires distributed.

Last but not least, this report will not be a success without the commitment, cooperation and help given by many individuals either directly or indirectly in the completion of our report. I am very grateful to acknowledge all the contribution.

## **ABSTRACT**

Employee satisfaction is important in every organization. Therefore, there are many issues that occur among the employees around the world. Non-academic staff also not excluded in facing the problem of employee satisfaction. Employee satisfaction is defined as A pleasant or positive emotional state that will be resulting from the perception of work, conception of work environment, assessment of work environment, work experience and the perception of all the element of the work and workplace. There are many factors that influence employee satisfaction such as knowledge management, training and leadership. Therefore, the purpose of this study is to investigate the relationship between the knowledge management, training and leadership towards employee satisfaction among non-academic staff at Universiti Tun Hussein Onn Malaysia (UTHM). This research is a quantitative research which used the self-administered questionnaire as instruments to collect data. The data had been collected from 76% of 291 respondents which withdrawn from the total of 1205 element of population by using simple random sampling method. The data collected is then evaluated by using Statistical Package for the Social Science (SPSS) Version 24 software. Thus, Pearson Correlation analysis indicates that there is positive significant relationship between all the variables and the dependent variables which is employee satisfaction. While, regression analysis revealed that the most influential factors that influencing employee satisfaction is knowledge management.

## Table of Content

TITLE PAGE	ii
DECLARATION OF ORIGINAL WORK	iii
LETTER OF TRANSMITAL	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vi
LIST OF FIGURES	vii
LIST OF DIAGRAM	vii
LIST OF TABLES	ix
ABSTRACT	xii

### CHAPTER 1: INTRODUCTION

1.1 Introduction	1
1.2 Background of Study	1
1.3 Background of Company	5
1.4 Problem Statement	8
1.5 Research Questions	12
1.6 Research Objectives	12
1.7 Significant of the study	13
1.8 Scope of study	14
1.9 Definition of Key Terms	15

## **CHAPTER 2: LITERATURE REVIEW**

2.1 Introduction	17
2.2 Employee Satisfaction	17
2.3 Knowledge Management	18
2.4 Relationship between Employee Satisfaction and Knowledge Management	22
2.5 Training	24
2.6 Relationship between Employee Satisfaction and Training	27
2.7 Leadership	28
2.8 Relationship between Employee Satisfaction and Leadership	30
2.9 Theoretical Framework	33
2.10 Hypothesis Testing	34
2.11 Conclusion	34

## **CHAPTER 3: RESEARCH METHODOLOGY**

3.1 Introduction	35
3.2 Research Design	35
3.3 Population	37
3.4 Sample	38
3.5 Instrumentation	41
3.6 Data Collection	57