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**A STUDY ON DRIVER SATISFACTION(REWARDS)  
IN KENDERAAN KLANG BANTING BERHAD**

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A GRADUATION EXERCISE SUBMITTED ON A PRACTICAL,  
FULFILLMENT OF THE BACHELOR OF BUSINESS ADMINISTRATION  
OF TRANSPORT.

BY

TESIS PELAJAR

SHAHIDA BINTI AHMAD

ADVISOR

PUAN ROHANI BT IBRAHIM

SCHOOL OF BUSINESS AND MANAGEMENT

MARA INSTITUTE OF TECHNOLOGY

SHAH ALAM

## **PREFACE**

Transport plays the important role to move people and goods from one place to another place. The government gives more priority to the development of transport industry. For instance transport is a major element in determining the pattern of our world development. The development of transport industry gives job opportunity for the people, and at the same time it contribute to the economic growth. Here Kenderaan Klang Banting Berhad (KKBB) has come out as a bumiputera participating in the field of public transport. Many employers offer specialized development opportunities and close examination of the technical press and job advertisement pages. Although the variety of career in transport management is so wide, Transport is a fascinating industry that is constantly changing so that it must be always seeking to be up-to-date. In transport company operation department is very important, driver is in operation division. Actually employees especially driver is the main assets to the company therefore, employer must take care the welfare of their employees. So that it will increase the productivity of employees. Motivation and the reward will influence the efficiency and loyalty of employees. Based on Maslow's theory physiological needs, society needs, social needs, esteem needs and self-actualization hold the people to satisfy their needs. Normally, people tend to rely on their job to meet a lot of needs in Maslow's theory. Their

paycheck and benefits such as health insurance, commission and other needs will lead to employee's satisfaction.

Another is working place is near the house is also will satisfy the employees. This thesis will look into employee's satisfaction (Driver) hope it will give benefits for us.

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