

**RELATIONSHIP BETWEEN THE FEATURES OF
INFORAMTION SYSTEM (IS) AND JOB SATISFACTION
AMONG STAFF AT PETRONAD DAGANGAN BERHAD
(PDB) JOHOR BAHRU**

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JUNE 2013

ABSTRACT

This study was conducted to explain the relationship between the features of Information Quality (IS) quality and job satisfaction among staff at Petronas Dagangan Berhad (PDB) Johor Bahru. The study was carried out at Petronas Dagangan Berhad (PDB) Johor Bahru which includes of PDB in southern region such as PDB Bandar Baru Uda, PDB Senai Aviation Fuel Terminal, PDB Pasir Gudang LPG Fuel Terminal and PDB Pasir Gudang LPG Bottling Terminal. The study involved 100 respondents with the staffs are from different categories of position levels which includes of top< middle and bottom levels of staffs from different departments. The researcher studies this topic because to identify on how the features of information system quality can relating with the job satisfaction towards the staffs. Additionally, the research objective for this study is indicates to identify the level of job satisfaction among the staff at Petronas Dagangan Berhad (PDB) Johor Bahru, to investigate the relationship between system quality on job satisfaction staff at Petronas Dagangan Berhad (PDB) Johor Bahru, to determine the relationship between information quality on job satisfaction among staff at Petronas Dagangan Berhad (PDB) Johor Bahru and to examine the relationship between service quality on job satisfaction among staff at Petronas Dagangan Berhad (PDB) Johor Bahru. Furthermore, each staffs from the different levels of employment and department may present a different perceptive of the surveys.

Keywords: Information System, System Quality, Information Quality, Service Quality, Self-actualization Satisfaction, Social Satisfaction, Job Related/Job-Characteristics Satisfaction and Job Satisfaction.

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful.

Alhamdulillah, all praises to Allah for the strengths and His blessing in completing this thesis. At this moment of accomplishment, first of all I want to pay the appreciations to my guide and advisor, Madam Nurul Ain Bte Mustakim. This work would not have been possible without her guidance, support and encouragement. With her guidance I have been successfully facing and overcome many of difficulties and learned a lot of the better procedures for making the strong research study and get more knowledge about the topic have been chosen and also about the company which it's staffs have been the respondents too.

I would like to express our appreciation to the Lecturer of OSM601, Madam Aemillyawaty for the patient guidance, encouragement and advice which she has provided throughout my time as her student. I have been extremely feels blessed and fortunate as get the best moment to have a lecturer who really cared and give full commitment so much about my work, and who is responded to my questions and queries so promptly. I also want to deliver very sincere thanks to Puan Nor Azizan Mahmood as the Accounting Services and Admin Manager, Puan Salwa Kasni as the supervisor of Admin services who have been giving the support and completely information and also the rest of staffs for each of departments at Petronas Dagangan Berhad (PDB) Johor Bahru for showing their kindness and cooperation during make a survey process.

Last but not least, my deepest gratitude goes to my beloved parents, classmates and team members for their endless love, prayers and encouragement. Not forgetting

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CHAPTER 1

INTRODUCTION

Background of the Study

Petronas Dagangan Berhad Johor Bahru is located at Lot 12106, Bandar Baru Uda, Batu 4 ½, KM 7, Jalan Skudai 81200, Johor Bahru, Johor. Petronas Dagangan Berhad also known as PDB was incorporated in 1982 and have been listed on the Main Board of Bursa Malaysia in year of 1994 whereby PDB is the dominant of most important domestic of the marketing network of Petroliam Nasional Berhad (Petronas). Petronas Dagangan Berhad (PDB) also is one of the Malaysia's leading retailer and dealer of the products for gas and downstream of oil.

PDB aspire to gradually administer their superior products and services in four core businesses which includes of Retails, Commercial, Liquefied Petroleum Gas (LPG) and Lubricants which are committed to a development program. To ensure PDB's continuity, a wide range of internationally recognized great quality petroleum products inclusive of motor gasoline, aviation fuel, kerosene, diesel, fuel oil, bunker fuel, LPG cylinders and asphalt were introduces through the Company's investment in research and development planning (R&D).