



**IMPACT OF SKILL MISMATCH ON EMPLOYEE JOB  
SATISFACTION. A STUDY ON HRM DOWNSTREAM  
CORPORATE OFFICE PETRONAS**

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**JULY 2014**

## **DECLARATION OF ORIGINAL WORK**



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#### **“DECLARATION OF ORIGINAL WORK”**

**I, NUR SABRINA BINTI SUHAIMI, 910517-14-5716**

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **LETTER OF TRANSMITTAL**

4<sup>th</sup> July 2014

The Head Program  
Bachelor of Business Administration (Hons) Human Resource  
Faculty of Business Management  
Universiti Teknologi MARA Malacca City Campus  
75300 Malacca

Dear Sir,

### **SUBMISSION OF PROJECT PAPER (BM223)**

Attached is the project paper title “**IMPACT OF SKILL MISMATCH ON EMPLOYEE JOB SATISFACTION A STUDY ON HRM DOWNSTREAM CORPORATE OFFICE PETRONAS**”, to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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Management

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**Abstract**

The purpose of this study is to identify to what extent the type of skill mismatch impact on employee job satisfaction. The dependent variable is Job Satisfaction and independent variable are Over Skilled and Under Skilled which is among the type of skill mismatch. This research is being conducted in HRM Downstream Corporate Office, PETRONAS. In completing this research, about 48 questionnaire have been distributed to the respondents. The respondents is pick randomly among the staff in HRM Downstream Corporate Office, PETRONAS. In order to get the result, the researcher has used SPSS program to analyze data from the information gathered. From the findings, the researcher indicates that there is a relationship between the type of skill mismatch and employee job satisfaction.

***Key words*** : *Job Satisfaction, Over Skilled, and Under Skilled*

**Paper Type** – Research Paper

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