



**A STUDY ON JOB SATISFACTION AMONG
EMPLOYEES AT TM TRAINING CENTRE, KUALA
LUMPUR**

SHAMSINA BINTI HANAPIAH

2007281786

**BACHELOR BUSINESS ADMINISTRATION (HONS)
HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS**

APRIL 2009



**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA**

“DECLARATION OF ORIGINAL WORK”

I, Shamsina Binti Hanapiah, (I/C Number: 860823305308)

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 otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

14 April 2009

The Head of Program

Bachelor of Business Administration (Human Resource Management)

Faculty of Business Management

Universiti Teknologi MARA

Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "A STUDY ON JOB SATISFACTION AMONG EMPLOYEES AT TM TRAINING CENTRE, KUALA LUMPUR" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

SHAMSINA BINTI HANAPIAH

2007281786

Bachelor of Business Administration (Hons) Human Resource Management

TABLE OF CONTENTS

CONTENTS	PAGE
DECLARATION OF ORIGINAL WORK	i
LETTER OF SUBMISSION	ii
ACKNOWLEDGEMENTS	iii
TABLE OF CONTENTS	iv - v
ABSTRACT	vi

CHAPTER 1: INTRODUCTION

1.1 Overview	1
1.2 Background of the Study.....	1 - 2
1.3 Background of TM Training Centre (TMTC).....	3 - 4
1.4 Problem Statement.....	5
1.5 Research Questions.....	6
1.6 Research Objectives.....	6
1.7 Theoretical Framework.....	7 - 8
1.8 Hypothesis.....	8 - 9
1.9 Significance of the Study.....	9 - 10
1.10 Scope of the Study.....	10
1.11 Limitations of the Study.....	11 - 12
1.12 Definitions of Terms.....	12

CHAPTER 2: LITERATURE REVIEW

2.1 Overview	13
2.2 Job Satisfaction.....	13 - 14
2.3 Work/Job Itself.....	14 - 15
2.4 Pay.....	15 - 16
2.5 Supervision.....	16
2.6 Co-workers.....	17 - 18

CHAPTER 3: RESEARCH METHODOLOGY

3.1 Overview	19
3.2 Research Design.....	19
3.3 Data Collection Method.....	20
3.4 Research Instrument.....	20
3.5 Questionnaire Design.....	21
3.6 Sampling.....	21 - 22
3.7 Data Analysis and Interpretation Technique.....	23 - 25

ABSTRACT

The objectives of this study are to determine the relationship between factors that can influence job satisfaction among employees at TM Training Centre, Kuala Lumpur as well as to measure the employees' job satisfaction. Telekom Malaysia Training Centre (TM TC) was established by Telekom Malaysia Berhad (TM Berhad) as a training arm to provide training to their employees. Since TM Berhad had been restructured two times during 2008 which on April and December, TMTC also restructured. During the early stage of restructuring, employees seems to have difficulties to adapt with their new job role, new direct supervisor, and some new colleagues as the second restructuring occurs after several months. Job satisfaction has a positive relationship between employees' performance as well as productivity in an organization. A total of thirty respondents were selected randomly among TM TC employees to answer structured questionnaires. The result of findings showed that the job descriptions and responsibilities/job tasks was a major factor in determining job satisfaction among employees at TM TC, Kuala Lumpur. It means that the work/job itself mostly influence employees' job satisfaction. The other factors which are pay, supervision and the relationship with co-workers does not have any relationship with employees' job satisfaction. However, most employees satisfied with the company and the jobs.