



A STUDY ON JOB SATISFACTION OF MISC
AGENCIES TOWARDS THEIR JOB

SITI MUNIRAH BT MOHD HAMYAH

2006127395

BACHELOR OF BUSINESS ADMINISTRATION (HONS)
MARKETING

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

MELAKA CITY CAMPUS

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BACHELOR OF BUSINESS ADMINISTRATION (HONS) MARKETING
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS

“DECLARATION OF ORIGINAL WORK”

I, Siti Munirah bt Mohd Hamyah, (I/C Number: 850118-10-5678)

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 paper is a 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: 2nd November 2009



LETTER OF SUBMISSION

2nd November 2009

The Head of Program
Bachelor of Business Administration (Hons) Marketing
Faculty of Business Management
Universiti Teknologi MARA
75300 Off Jalan Hang Tuah
MELAKA

Dear Madam,

SUBMISSION OF PROJECT PAPER (MKT)

Attached is the project paper titled **A STUDY ON JOB SATISFACTION OF MISC AGENCIES STAFF TOWARDS THEIR JOB** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

SITI MUNIRAH BT MOHD HAMYAH

2006127395

Bachelor of Business Administration (Hons) Marketing.

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ABSTRACT

Job satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of one's job, an affective reaction to one's job and an attitude towards one's job. Weiss (2002) has argued that job satisfaction is an attitude but points out that researchers should clearly distinguish the objects of cognitive evaluation which are affect (emotion), beliefs and behaviors. http://en.wikipedia.org/wiki/Job_satisfaction_-_cite_note-3 This definition suggests that we form attitudes towards our jobs by taking into account our feelings, our beliefs, and our behaviors. Investigated by several disciplines such as psychology, sociology, economics and management sciences, job satisfaction is a frequently studied subject in work and organizational literature.

This research was conducted for the purpose of job satisfaction at MISC Agencies Sdn Bhd (MISA). The main objective of this research was to identify the factors that influence job satisfaction level among employees in MISA. The respondents of this study were employees of MISA. 89 questionnaires had been distributed to the employees of MISA. In this study, we used survey and observation, questionnaire techniques and other secondary data such as reports, database and so on for data collection. Based on reliability test, respondent profile, frequency, correlations, cross tabulation and Chi-squared test, clear findings and results were observed. The findings showed that most of the staffs have moderate satisfaction with the payments, rewards, working conditions and working itself. The researcher is also able to give some recommendations and suggestions on how to improve and increase job satisfaction of the staffs after analysis, findings and interpretation. The conclusion of this study was the outcome from the survey analysis and findings. Through the research, it shows that the majority of the employees who work in MISA achieve a moderate job satisfaction level.