

# IABC

The 6<sup>th</sup> International  
Accounting and Business  
Conference

# 2019

## THE 6<sup>TH</sup> INTERNATIONAL ACCOUNTING & BUSINESS CONFERENCE 2019

*Towards Greater Transparency, Accountability  
& Sustainability in Financial Governance*

**Organized by:**



UNIVERSITI  
TEKNOLOGI  
MARA

Cawangan Johor  
Kampus Segamat  
Kampus Pasir Gudang

**In Cooperation with:**



INDONESIA  
BANKING  
SCHOOL

**21 - 22 AUGUST, 2019**  
**INDONESIA BANKING SCHOOL**

THE 6<sup>TH</sup>  
INTERNATIONAL ACCOUNTING  
&  
BUSINESS CONFERENCE

SECRETARIAT OF IABC 2019

---

MALAYSIA . INDONESIA . 2019

---

Published by

© UiTM Cawangan Johor, 2019

Jalan Universiti Off KM 12 Jalan Muar, 85000 Segamat, Johor.

Email: [iabc@uitm.edu.my](mailto:iabc@uitm.edu.my)

All rights reserved. No part of this publication may be reproduced, copied, stored in any retrieval system or transmitted in any form or by any means – electronic, mechanical, photocopying, recording or otherwise, without prior permission in writing from the author.

Email: [iabc@uitm.edu.my](mailto:iabc@uitm.edu.my)

## TABLE OF CONTENT

No.	Particulars	Page
1.	Foreword – Vice Chancellor, Universiti Teknologi MARA	2
2.	Foreward - Chairman, Indonesia Banking School	3
3.	Foreword – Rector, Universiti Teknologi MARA Cawangan Johor	4
4.	Foreword – Chairperson, International Accounting and Business Conference 2019	5
5.	Foreword – Chairperson, International Accounting and Business Conference 2019	6
6.	Itinerary – Programme Schedule	7
7.	Keynote Speaker	8
8.	Parallel Session Schedule	9
9.	Abstracts	23
10.	Organising committee	101
11.	Collaborators	103
12.	Acknowledgement	104
13.	Sponsor	105

IABC2019-007

**DETERMINANTS OF JOB SATISFACTION: HOW SATISFIED ARE EMPLOYEES  
AT PUBLIC UNIVERSITIES**Soo Kum Yoke<sup>1</sup>, Saunah Zainon<sup>2</sup>, Norwati Hj Roslim<sup>3</sup> and Nor Haniza Hasan<sup>4</sup><sup>1</sup> Universiti Teknologi MARA, Negeri Sembilan, Rembau Campus, Malaysia  
*Email address: sooku607@uitm.edu.my*<sup>2</sup> Universiti Teknologi MARA, Johor, Segamat Campus, Malaysia  
*Email address: sauna509@uitm.edu.my*<sup>3</sup> Universiti Teknologi MARA, Negeri Sembilan, Rembau Campus, Malaysia  
*Email address: norwati@uitm.edu.my*<sup>4</sup> Universiti Teknologi MARA, Negeri Sembilan, Rembau Campus, Malaysia  
*Email address: norha207@uitm.edu.my***Abstract**

The success of an organisation depends a lot on its employees' satisfaction in carrying out their roles and duties. Thus, job satisfaction is seen to be a significant predictor of employees' work-related well-being. The current paper aims to determine the employees' role within the organisation in relations to job satisfaction, as well as to determine whether working environment contributes to job satisfaction. The paper also aims to examine the employer-employee relationship in accomplishing job satisfaction. This study was conducted in a branch campus of a public university consisting of 17 lecturers. It uses quantitative method by means of a survey consisting of 18 items that are divided into three parts which include role within the organisation, working environment and relationship with superior. The results were tabulated using descriptive analysis. The findings show for the role of employees in the organisation, there were a small number of employees who did not feel valued by the organisation. This could be contributed by their not gaining permanent status of employment. The findings also showed that a small number of employees found the workplace environment stressful. These employees had less than three years of work experience which could cause them to have problems adapting fully to their work environment. Finally, it was found that the lecturers felt they were treated with respect by their superior and their relationship with their superior was generally good. It is recommended for future research to consider a more comprehensive study involving a larger scale of respondents from public and private universities.

**Keywords:** *job satisfaction, employees' role, working environment, employer-employee relations*