INSIGHT JOURNAL
Universiti Teknologi MARA Cawangan Johor

International, Refereed, Open Access, Online Journal

Special Issue

Volume 5 2019

Selected papers from the 6th IABC 2019

eISSN: 2600-8564
Indexed in MyJurnal MCC

INSIGHT JOURNAL (IJ)
UiTM Cawangan Johor Online Journal Vol. 5: 2019
Special Issue
Selected Papers form IABC2019
eISSN :2600-8564
Published by UiTM Cawangan Johor
insightjournal.my

About

INSIGHT Journal is an online, open access, international refereed research journal established by Universiti Teknologi MARA Cawangan Johor, Malaysia. It is indexed in MyJurnal MCC.

INSIGHT Journal focuses on social science and humanities research. The main aim of INSIGHT Journal is to provide an intellectual forum for the publication and dissemination of original work that contributes to the understanding of the main and related disciplines of the following areas: Accounting, Business Management, Law, Information Management, Administrative Science and Policy Studies, Language Studies, Islamic Studies and Education.

Editorial Board
Editors

Associate Professor Dr. Saunah Zainon (Editor-in-Chief)
Dr. Noriah Ismail (Managing Editor)
Associate Professor Dr. Raja Adzrin Raja Ahmad
Associate Professor. Dr. Carolyn Soo Kum Yoke
Associate Professor. Dr Mohd Halim Kadri
Associate Professor. Dr. Intan Safinas Mohd Ariff Albakri
Associate Professor. Dr. Hj Amanuddin Bin Shamsuddin
Associate Professor. Dr. Syahrul Ahmar Ahmad
Dr. Noor Sufiawati Khairani
Dr. Akmal Aini Othman
Dr. Norashikin Ismail
Dr. Faridah Najuna Misman

Associate Editors

Aidarohani Samsudin
CT Munnirah Niesha Mohd Shafee
Deepak Ratan Singh
Derwina Daud
Dia Widyawati Amat
Diana Mazan
Dr. Kamalanathan M Ramakrishnan
Dr. Siti Nuur-ila Mat Kamal
Fairuz Husna Mohd Yusof
Fazdilah Md Kassim
Haniza Sarijari
Haryati Ahmad
Ida Suriya Ismail
Isma Ishak
Jaslin Md Dahlan
Mohd Hakimi Harman
Nazhatulshima Nolan
Nik Nur Shafika Mustafa
Nor Haliza Hamzah
Norintan binti Wahab
Nurul Azlin Mohd Azmi
Puteri Nurhidayah Kamaludin
Rohani Jangga
Rosnani Mohd Salleh
Sharazad Haris
Siti Farrah Shahwir
Suhaila Osman
Yuslizawati Mohd Yusoff
Zuraidah Sumery

Reviewers

Professor Dr. Noornina Md Dahlan
University of Hail
Saudi Arabia

Associate Professor Dr. Farha Abdol Ghapar
Kolej Universiti Poly-Tech MARA (KUPTM) Kuala Lumpur
Malaysia

Associate Professor Dr. Hawati Janor
Universiti Kebangsaan Malaysia
Malaysia

Associate Professor Dr. Mohd Halim Kadri
Universiti Teknologi MARA
Malaysia

Associate Professor Dr. Nor Balkish Zakaria
Universiti Teknologi MARA
Malaysia

Associate Professor Dr. Norhani Aripin
Universiti Utara Malaysia
Malaysia

Associate Professor Dr. Raja Adzrin Raja Ahmad
Universiti Teknologi MARA
Malaysia

Associate Professor Dr. Sharifah Zannierah Syed Marzuki
Universiti Teknologi MARA
Malaysia

Associate Professor Dr. Wan Kalthom Hj Yahya
Universiti Teknologi MARA
Malaysia

Dr. Ahmad Fahmi Sheikh Hassan
Universiti Putra Malaysia
Malaysia

Dr. Ahmad Husni Hamzah
Universiti Sultan Zainal Abidin
Malaysia

Dr. Aida Hazlin Ismail
Universiti Teknologi MARA
Malaysia

Dr. Akmal Aini Othman
Universiti Teknologi MARA
Malaysi

Dr. Azizah Daut
Universiti Teknologi MARA
Malaysia

Dr. Faridah Najuna Misman
Universiti Teknologi MARA
Malaysia

Dr. Leny Nofianti
Universitas Islam Negeri Sultan Syarif Kasim, Riau
Indonesia

Dr. Mahyarni
Universitas Islam Negeri Sultan Syarif Kasim, Riau
Indonesia

Dr. Marissa Haque Fawzi
Indonesia Banking School
Indonesia

Dr. Nik Mohd Norfadzilah Nik Mohd Rashid
Universiti Sultan Zainal Abidin
Malaysia

Dr. Noor Sufiawati Khairani
Universiti Teknologi MARA
Malaysia

Dr. Norashikin Ismail
Universiti Teknologi MARA
Malaysia

Dr. Siti Nuur-Ila binti Mat Kamal
Universiti Teknologi MARA
Malaysia

Dr. Ummi Salwa Ahmad Bustamam
Universiti Sains Islam Malaysia
Malaysia

Dr. Wan Amalina Wan Abdullah
Universiti Sultan Zainal Abidin
Malaysia

Dr. Wan Anisah Endut
Universiti Sultan Zainal Abidin
Malaysia

Dr. Wan Zurina Nik Abdul Majid
Universiti Teknologi MARA
Malaysia

Ahmad Othman
Universiti Sultan Zainal Abidin
Malaysia

CT Munnirah Niesha Mohd Shafee
Universiti Teknologi MARA
Malaysia

Fazdilah Md. Kassim
Universiti Teknologi MARA
Malaysia

Jaslin Md Dahlan
Universiti Teknologi MARA
Malaysia

Mohd Hafiz Harun
Universiti Sultan Zainal Abidin
Malaysia

Mohd Hakimi Harman
Universiti Teknologi MARA
Malaysia

Nik Nur Shafika Mustafa
Universiti Teknologi MARA
Malaysia

Noor Azrin Zainuddin
Universiti Teknologi MARA
Malaysia

Nor Haliza Hamzah
Universiti Teknologi MARA
Malaysia

Noryati Yaakub
Universiti Sultan Zainal Abidin
Malaysia

Syamsyul Samsudin
Universiti Teknologi MARA
Malaysia

Yuslizawati Mohd Yusoff
Universiti Teknologi MARA
Malaysia

Zanariah Abdul Rahman
Universiti Teknologi MARA
Malaysia

Reprints and permissions

All research articles published in INSIGHT Journal are made available and publicly accessible via the Internet without any restrictions or payment to be made by the user. PDF versions of all research articles are available freely for download by any reader who intent to download it.

Disclaimer

The authors, editors, and publisher will not accept any legal responsibility for any errors or omissions that may have been made in this publication. The publisher makes no warranty, express or implied, with respect to the material contained herein.

INSIGHT JOURNAL
Universiti Teknologi MARA Cawangan Johor

INSIGHT JOURNAL Volume 5
Published by UiTM Cawangan Johor, Malaysia
eISSN 2600-8564

TABLE OF CONTENTS

Foreword by Deputy Rector of Research, Industrial Linkages & Alumni i

Paper Title	Page
Assessment of Halal Governance Issues in Malaysia	1
Stock Market Efficiency: A Pooled Mean Group Approach	9
Customer Preferences in Purchasing Residential Property: An Interview Survey	20
Determinants of Job Satisfaction: How Satisfied Are Employees at Public Universities	28
Intellectual Capital and Corporate Entrepreneurship Toward Firm Performance: A Preliminary Study	36
Exploring the Elements of Audience Engagement in Job Advertising of Job Search Website in Malaysia	48
Fuzzy Simple Hierarchy Analysis for Supplier Selection Decision	55
Determinants of Customer Satisfaction on Catering Service in Electric Train Service (ETS), Keretapi Tanah Melayu Berhad (KTMB**)**	66
System and Information Quality an Enabler for Assessing ERP Impacts on the Public Sector: The Case of ePBT in Malaysian Local Authorities	74
Marketing Strategy of Tangerang Culineria as One of the Culinary Tourism Objectives in Tangerang City	82
An Overview of a Broadly-Based Entrepreneurial Competencies Model for Business Success of Women Micro-Entrepreneurs in Malaysia	94
Factors Influencing Audit Report Lag in Malaysian Public Listed Companies	100
A Study on Consumer's Acceptance towards Green Banking Practices	109
Distribution of Profits under the Companies Act 2016: Satisfying the Insolvency Test	111
Millennial Grits on Professional Accounting Profession in A Malaysian Setting	124
Environmental Experiences and Positive Environmental Deviance towards Environmental Disclosure Quality: A Conceptual Framework for Internal Corporate Governance	133
The Impact of Malaysian Ringgit Fluctuation towards Profitability of Islamic Banks in Malaysia	146

The Impact of Job Rotation towards Motivation of Nurses in Private Medical Institution in Malaysia 155

The Influence of Social Media Marketing Activities on Brand Equity 161

Measuring Intention to use IP-Belt among Pregnant Mothers using TAM Model: Technology-Based Innovation in Road Safety 169

The effect of perceived usefulness, perceived ease of use, trust and perceived risk toward E-wallet usage 183

Guardianship and Custody of Divorced Couple's Children: Welfare of The Children or Best Interest of The Child, A Comparison Study Between Malaysia and Indonesia 192

Factors Influencing Brand Awareness of Feminine Hygiene Products among Young Female Adults 203

Adoption of Digital Forensic by Malaysian Large Enterprises: A Conceptual Framework 211

The Implementation of The Promotion Mix on Cash Waqf Collection 218

The Role of Social Media on the Performance of Micro, Small and Medium Enterprises (MSMEs) in Palembang City 225

Factors Influencing Purchase Intention Based on Facebook Advertising: DAS 232

Drivers, Enablers and Challenges of Effective Project Managers 239

Organic Rice New Product Screening: Customers Preference Application 252

The Effects of University Environments, Personal Traits and Risk Taking Towards Entrepreneurial Intention Among Undergraduate Students 266

Factors on Drug Addiction: A Case Study at The Cure &Care Rehabilitation Centre (CRCC) 274

INSIGHT JOURNAL Volume 5
Published by UiTM Cawangan Johor, Malaysia
eISSN 2600-8564

FOREWORD BY DEPUTY RECTOR OF RESEARCH, INDUSTRIAL LINKAGES & ALUMNI

Since 2018, the INSIGHT JOURNAL (IJ) from Universiti Teknologi MARA Cawangan Johor has come up with several biennial publications. Volume 1 and 2 debuted in 2018, followed by Volume 3 this year as well as Volume 4 with 19 published papers due to the great response from authors both in and out of UiTM. Through Insight Journal, lecturers have the ability to publish their research articles and opportunity to share their academic findings. Insight Journal is indexed in MyJurnal MCC and is now an international refereed journal with many international reviewers from prestigious universities appointed as its editorial review board members.

This volume 5 as well as volume 6 (which will be published in 2020) are special issues for the 6th International Accounting and Business Conference (IABC) 2019 held at Indonesia Banking School, Jakarta. The conference was jointly organized by the Universiti Teknologi MARA Cawangan Johor and the Indonesia Banking School Jakarta. Hence, the volumes focus mainly on the accounting and business research papers compiled from this conference, which was considered a huge success as over 66 full papers were presented.

Lastly, I would like to thank the Rector of UiTM Johor, Associate Professor Dr. Ahmad Naqiyuddin Bakar for his distinctive support, IJ Managing Editor for this issue Dr. Noriah Ismail, IJ Assistant Managing Editor, Fazdillah Md Kassim well as all the reviewers and editors who have contributed in the publication of this special issue.

Thank you.

ASSOCIATE PROF. DR. SAUNAH ZAINON
Deputy Rector of Research, Industrial Linkages & Alumni
Editor-in-Chief for INSIGHT Journal
Universiti Teknologi MARA Cawangan Johor

INSIGHT JOURNAL Volume 5
Published by UiTM Cawangan Johor, Malaysia
eISSN 2600-8564

Determinants of Job Satisfaction: How Satisfied Are Employees at Public Universities

Soo Kum Yoke[1], Saunah Zainon[2], Norwati Hj Roslim[3] and Nor Haniza Hasan[4]

[1] **Universiti Teknologi MARA, Negeri Sembilan, Rembau Campus, Malaysia**
Email address: sooku607@uitm.edu.my

[2] **Universiti Teknologi MARA, Johor, Segamat Campus, Malaysia**
Email address: sauna509@uitm.edu.my

[3] **Universiti Teknologi MARA, Negeri Sembilan, Rembau Campus, Malaysia**
Email address: norwati@uitm.edu.my

[4] **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 that the workplace environment is 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

1. Introduction

Most employees seek to be employed in an organisation that is well-established and able to provide them with stability and career development. When an employee's needs are satisfied in the place of employment, the employee would be compelled to work harder and be motivated to contribute to the advancement of the organisation. Achieving job satisfaction would hence contribute to the success of the organisation. Employees are the backbone of the organisation, and therefore, should be provided with good working conditions to enhance their job satisfaction as job satisfaction is the key to retaining good employees in the

INSIGHT JOURNAL Volume 5
Published by UiTM Cawangan Johor, Malaysia
eISSN 2600-8564

workplace. Employee satisfaction is generally related to their commitment to work, dedication and performance. Unfavourable working conditions can influence employees negatively causing health problems and dissatisfaction at work (Hossen, Hossain, Rana and Ismail, 2019).

Sehgal (2012) states that the success or failure of any organisation lies within the employees' satisfaction level. Hardworking, satisfied and happy employee are the biggest asset of the organisation and it is thus very important to manage human resources effectively and to find out whether they are satisfied with their employment. Once the organisation is able to meet the expectations of the employees, job satisfaction can be attained.

It is however, not an easy task to satisfy the needs of every employee with different attitudes and characters in an organisation. How can employees fill their role within the organisation? Does the working environment contribute to doing one's job well? How does relationship between employers and employees play a role in accomplishing job satisfaction? In line with these queries, this paper intends to consider the following objectives:

i. To identify the employee's role within the organisation in relations to job satisfaction
ii. To determine whether working environment contributes to job satisfaction
iii. To examine the employer-employee relationship in attaining job satisfaction

2. Literature Review

The role of an employee for the functioning of the organisation is very important as it helps the organisation to achieve its targeted goals. Human capital in an organisation helps the organisation build a solid foundation for profitability and success (Sehgal, 2012). As such, keeping employees satisfied in the organisation is essential so that they can perform. Yang and Kim (2013) explained that salary, benefits and remuneration packages offered by the organisation can increase the job satisfaction of employees. Do Hai (2012, as cited in Daud, 2016) states that opportunity for growth and promotion are also important in achieving greater levels of job satisfaction. Daud (2016) asserts that there are several factors that contribute to job satisfaction which include maturity level of the employee, relationship status between the employees and their superiors, educational level, years of experience, managerial ranking, organisation size, salary and opportunities for growth. According to Goulet and Singh (2002), it was found that employees who feel valued understand their role in achieving the organisation's goals and have career commitment towards their job.

In a study conducted by Sharma and Jyoti (2009) on factors affecting teacher satisfaction, there were three main aspects that were pointed out for job satisfaction of university teachers and these were intrinsic, extrinsic and demographic factors. Besides the academic office, salary, relationship between colleagues, promotion and recognition, the aspect of physical environment was also highlighted as an important element towards achieving job satisfaction. Feng Bolin (2007) supported this, stating that the effects of examination stress, perceived occupational status and leadership evaluation had a correlation with self-fulfilment, salary and the relationship between leader-employee and collegial relations.

According to Crossman and Abou-Zaki (2003), one key factor towards determining job satisfaction is the relationship between managers and employees. Chegini, Isfahani, Mohseni, Khahian and Khosravizadeh (2014) in a case study, asserted that there was a significant relationship between job satisfaction and working conditions followed by employer's supervision, work nature, co-workers and salary and promotion opportunities. In another case study on the impact of working environment towards employee job satisfaction

INSIGHT JOURNAL Volume 5
Published by UiTM Cawangan Johor, Malaysia
eISSN 2600-8564

by Tio (2014), it was reported that work environment contributed significantly to job satisfaction and recommended that companies paid more attention to the work environment of their employees. Raziq and Maulabaksh (2015) also supported the argument that working environment can have positive impact on job satisfaction.

In relation to the objectives of the present paper, previous studies have shown that there are a number of factors that contribute to job satisfaction in various working environments. Particularly in the field of education at higher learning institutions, it would be interesting to find out the job satisfaction determinants among lecturers of a local public university. As such, the following section of this paper will concentrate on the methodology of the research, the results and findings as well as the conclusion and recommendations.

3. Methodology

This section of the study discusses methods applied to the research. The research focuses on job satisfaction among the lecturers from the Academy of Language Studies in the Rembau Campus of Universiti Teknologi MARA. The criteria of the respondents were based on their years of service, gender, job status, marital status and ethnic background. There were 17 lecturers from the Academy of Language Studies who attended a two-day Intensive Course for Lecturers on work ethics but only 13 participated in the survey.

This research uses the questionnaire as its tool for research measurement. The items for the questionnaire were adapted from Reynolds (2017) and Best Companies Group “Employee engagement and satisfaction survey”. The questionnaire is chosen as a measuring tool for this research because it is reliable for the purpose of collecting information from multiple respondents in an efficient and timely manner. They were distributed after the end of the intensive course. And consisted 18 questions which were divided into three parts. Part A “My role within the organisation” contained items about the type of work that the lecturers do, their values in the organisation, their feelings as part of a team working towards a shared goal, the reasonable balance to maintain work and personal life, the requirements of the job that makes good use of lecturers’ skills and abilities, the important role of the lecturers to the success of the organisation and adequate opportunities for career development. Part B “My work environment” contained items about whether the workplace has the tools and technologies that lecturers need to do their job well, whether the working environment is comfortable, whether the work culture is stressful, whether the lecturers feel connected with colleagues, and whether they are able to approach their superior to discuss matters. Part C “My relationship with my immediate superior” contained items about whether the superior treats the lecturers with respect, handles lecturers work-related issues satisfactorily, acknowledges when the lecturers do their job well, and tells lecturers when the work needs to be improved as well as helps the lecturers develop their fullest potential. The data collected from the questionnaire were then tabulated and analysed using descriptive analysis.

4. Results and Findings

4.1 Respondents’ Demographics

Out of 17 questionnaires that were handed out after the intensive course, only 13 responded to the survey which is 76.4% deemed usable as the final data for analysis. Table 1 gives the demographic profile of the respondents.

Table 1 Respondents' Demographics

		n	Percentage
Ethnic group	Muslim	9	69.2
	Non muslim	4	30.8
Marital status	Single	6	46.2
	Married	7	53.8
Job status	Full time	2	15.4
	Part time	9	69.2
	Contract	2	15.4
Gender	Male	1	7.7
	Female	12	92.3
Years of Service	>3 years	8	61.5
	3-5yrs	1	7.7
	< 5 years	4	30.8

From Table 1, it was found that majority of the respondents are Muslims (69.2%), with more than half being married (53.8%). Majority of the lecturers are part time lecturers (69.2%). Majority of the respondents are female (92.3%) and most of the respondents have less than 3 years of experience as a lecturer.

4.2 Role of Employee within the Organisation

Figure 1 shows the view of employees towards their role within the organisation. It is important for an employee to understand his or her role in the organisation in order for him or her to gain work satisfaction. Seghal (2012) pointed out that lack of comprehension in one's job function can contribute to dissatisfaction at work. The chart in figure 1 shows that all of the lecturers like the type of work they do (100%), are able to maintain a reasonable balance between work and personal life (100%), believe that their job makes good use of their skills and abilities (100%), their work is meaningful (100%) and their job provides adequate opportunities for career development (100%). Most of the lecturers feel that they are part of a team sharing a shared goal (92.3%) and that they understand the importance of their role to the success of the organisation (92.3%). 84.6% of the lecturers feel valued in the organisation.

4.3 Employment Environment

Figure 2 shows the view of the employees toward their place of employment. In previous literature, it was reported that the work environment can contribute to job satisfaction of employees (Tio, 2014). From the chart in figure 2, 100% of the lecturers agree that their workplace has the tools and technologies they need to do their job well. 92.3% feel comfortable in their work environment and feel connected to their colleagues. 84.6% of lecturers stated that they are able to approach their superior to discuss matters. 76.9% agreed that the work culture was not stressful.

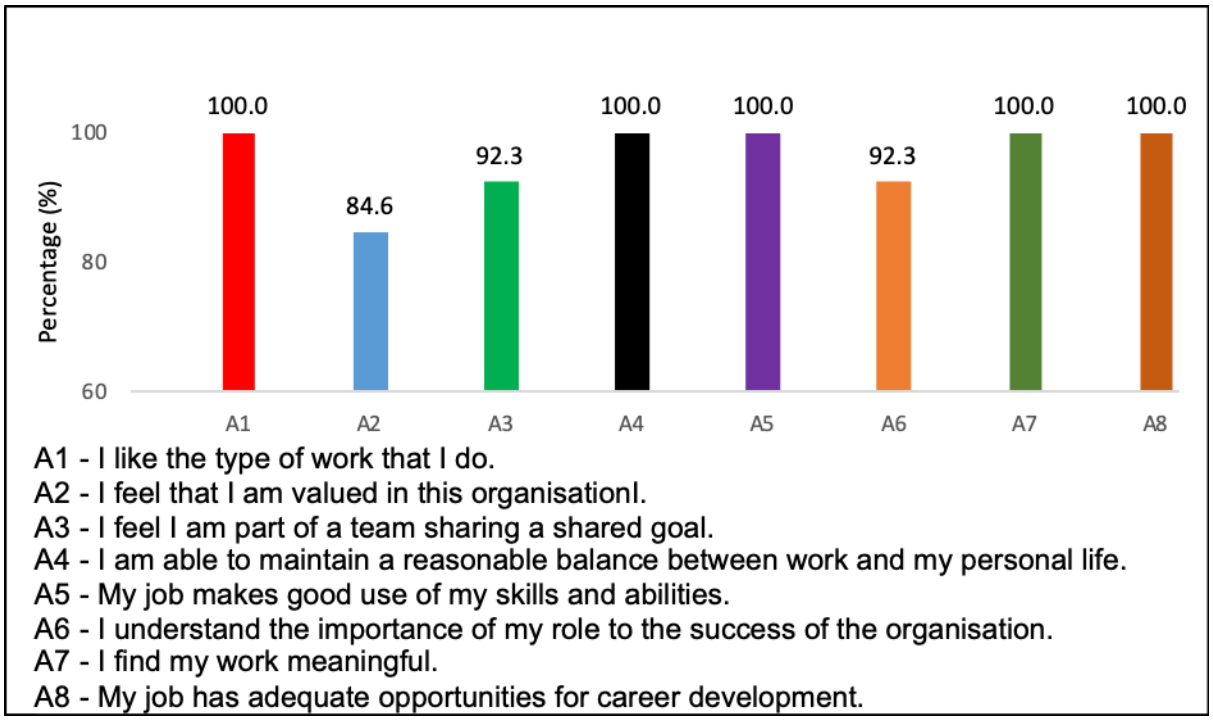

Figure 1 Employees View of their Role in the Organisation

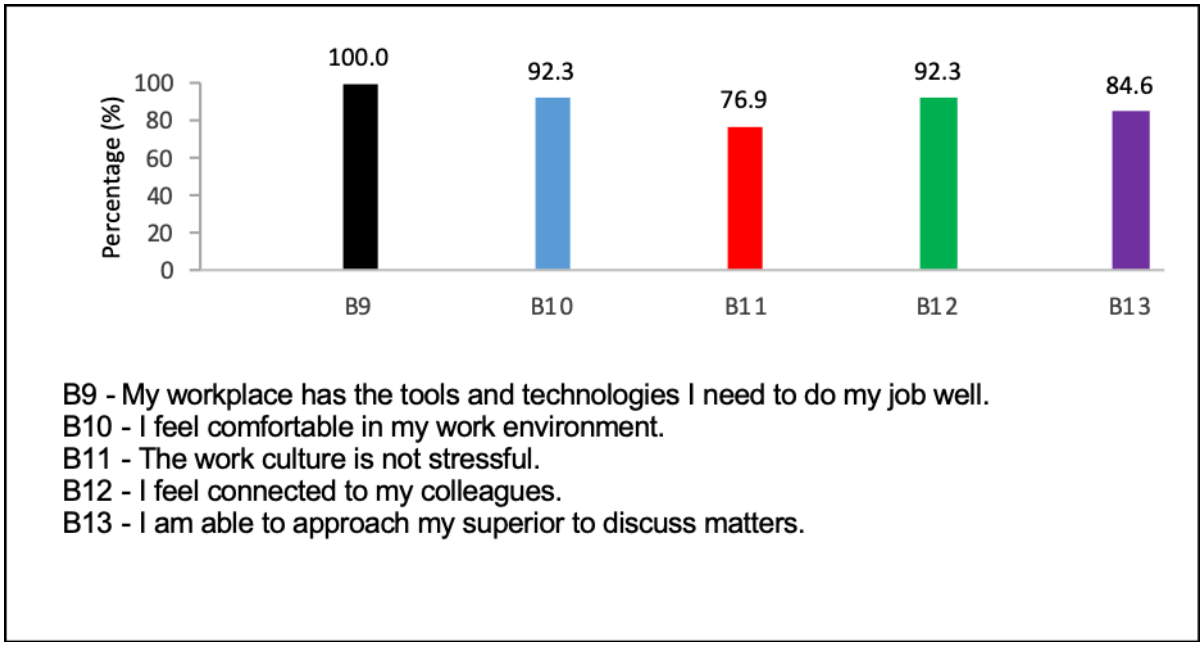

Figure 2 Employees view of their work environment

4.4 Relationship between Employees and their Superiors

Figure 3 shows the relationship between the employees and their superior and can affect the job satisfaction of the employee (Crossman & Abou-Zaki, 2003; Chegini et al., 2014). The

INSIGHT JOURNAL Volume 5
Published by UiTM Cawangan Johor, Malaysia
eISSN 2600-8564

chart in figure 3 shows that all the lecturers (100%) agreed that they were treated with respect by their superior, work-related issues were handled by the superior satisfactorily, their jobs were acknowledged, they were informed when their work needed improvement and they were helped to develop to their fullest potential.

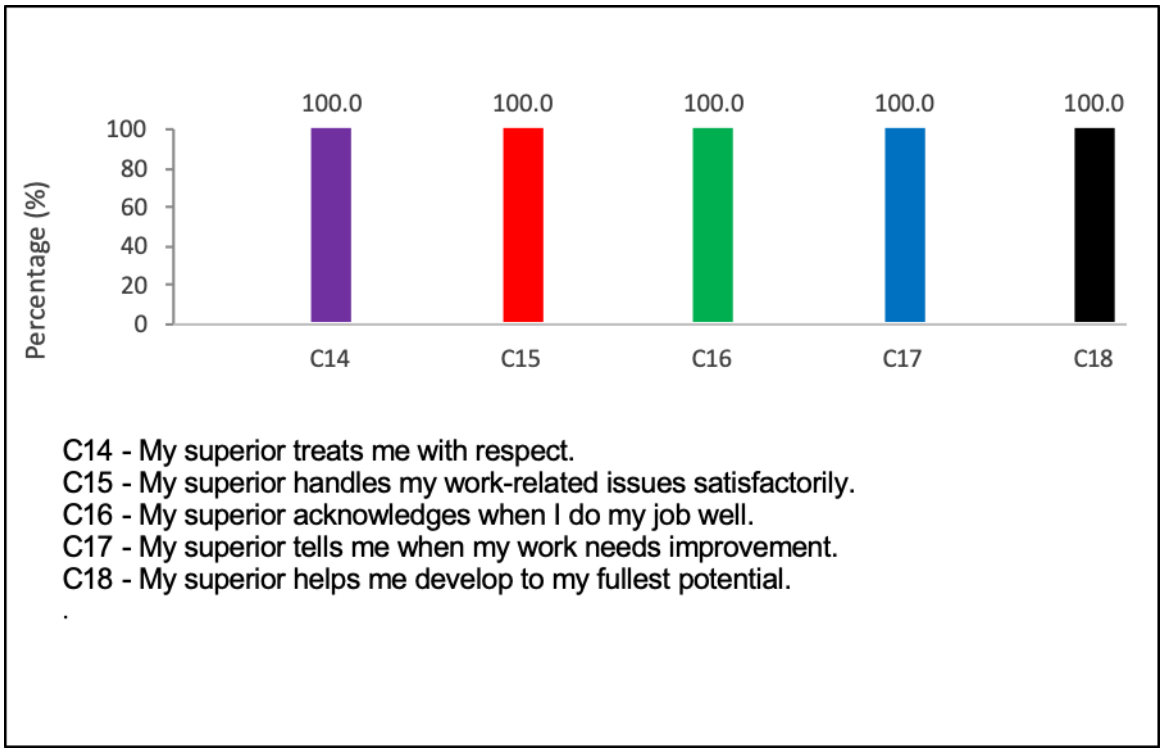

Figure 3 Employees view of their relationship with their superior

5. Conclusion and Recommendation

Thus far, this paper has tried to determine the job satisfaction of lecturers at public universities by means of three major aspects. First, the role of employees in the organisation showed that there was a small number of employees who felt they were not valued by the organisation. The demographic profile indicated that most of the employees were not permanent lecturers, but had worked for the organisation for more than 5 years. This may have contributed to their feelings of being less appreciated by the university. The findings also showed that there were a small number of employees who felt that they were not part of the team, sharing the same goal as the organisation. Further, there were also a few who did not understand their role to the success of the organisation. This could be due to their status in the university as part time lecturers who are employed based on the intake of students and number of classes each semester. If their services were not needed for any particular semester, they would not be employed. The situation actually puts these lecturers in a spot with lack of career development or employment benefits.

Second, job satisfaction in relation to the workplace environment showed that a small number of employees found the workplace environment stressful. There were also a few employees who found it hard to approach their superior to discuss their problems. A few employees also mentioned that they were not comfortable with the environment and not connected to their colleagues. The reason for this could be due to the fact that most of the respondents were employees with less than 3 years of working experience. Normally, it takes time to adapt to a new working environment and therefore, being new could post some

stress. This could also be the reason why these few were not comfortable to the new environment and their colleagues.

The third aspect discussed in this paper is the relationship between the employee and their superior. It was found that all the lecturers felt that they were treated with respect by their superior, work-related issues were handled by the superior satisfactorily, their jobs were acknowledged, they were informed when their work needed improvement and they were helped to develop to their fullest potential.

In conclusion therefore, the findings in general indicated that majority of the lecturers are satisfied with the role they play in the university as lecturers. Majority of the lecturers also felt satisfied with their working environment. All of the lecturers were satisfied with their relationship with their superior. However, the study was only based on a small number of lecturers employed in a local public university and therefore cannot be generalised to reflect all public universities. Hence, for future research, it is recommended that a more comprehensive study on a larger scale be conducted involving both public and private universities.

Acknowledgments

The authors wish to thank the following lecturers at UiTM Rembau Campus for their contribution to this paper: Nadiah Yahyauddin, Nur Afiqah Wan Mansor, Mashitah Nordin, Siti Fairuz Adenan, Noor Husna Talib, Allia Handriana Rosli and Adriana Santa Anak Tinggom.

References

Best Companies Group (2017). Employee e-Engagement and satisfaction survey. Retrieved Fromhttps://www.bestcompaniesgroup.com/assessment_tools/programs/eess/BCG_eess.pdf

Chegini, Z., Isfahani, H.M., Mohseni, M., Khahian, M. & Khosravizadeh, O. (2014). Affecting job satisfaction of employee: A case study. Journal of Social Issues and Humanities. *2,* 157-60.

Crossman, A. & Abou-Zaki, B. (2003). Research note: Job satisfaction and employee performance of Lebanese banking staff. Journal of Management Psychology, *18*(4), 368-376.

Daud, N. (2016). Determinants of job satisfaction: How satisfied are the New Generation Employees in Malaysia? *Procedia-Social and Behavioral Sciences*, *219*, 208-213.

Feng, B. (2007). A study of teacher job satisfaction and factors that influence it, Chinese Education and Society, *40*(5), 47-64, DOI: 10.2753/CED1061-1932400506.

Goulet, L.R & Singh, P. (2002). Career commitment: A re-examination and an examination, Journal of Vocational Behavior, *61(*1), 73-91.

Hossen, S. M., Hossain, M. T., Rana, M. M., & Ismail, M. T. (2019). Employees' satisfaction of government organisation in Tangail City, Bangladesh. International Business Research, *12*(2), 15-20.

Raziq, A. & Maulabakhsh, R. (2015). Impact of working environment on job satisfaction, Procedia Economics and Finance, *23*, 717-725.

Reynolds, J. (2017). 12 questions you need to ask in employee satisfaction surveys. Retrieved from https://www.tinypulse.com/blog/questions-for-employee-satisfaction-surveys

Sehgal, S. (2012). Job Satisfaction of bank employees in Shimla: A comparative study of private and public sector bank (AXIS Bank & UCO Bank), Retrieved from http://www.indianresearchjournals.com/pdf/IJMFSMR/2012/July/10.pdf

Sharma, D.R. & Jyoti, J. (2009). Job Satisfaction of University Teachers: An empirical study, Journal of Services Research, *9*(2), 51-80.

Tio, E. (2014). The impact of working environment towards employee job satisfaction: A case study In PT. X, iBuss Management, *2*(1), 1-5.

Yang, Y. S., & Kim, D. H. (2013). Nurses' professionalism and job satisfaction on the level of delegation of nursing activities in long-term care hospitals. *Journal of Korean Gerontological Nursing*, *15*(2), 175-184.

eISSN: 2600-8564