



**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TECHNOLOGY MARA  
PUNCAK ALAM**

**Factors That Influence Job Satisfaction among the Employees at PETRONAS Carigali  
Miri, Sarawak  
(Human Resources Department, Financial and Accounts Department, Reliability and  
Maintenance Department, and Operation Readiness and Strategy Assurance Department)**

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**BACHELOR OF BUSINESS MANAGEMENT WITH HONOURS  
(HUMAN RESOURCE MANAGEMENT)**

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**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
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I, Norazia Binti Othman, (I/C Number : 880326-13-5238)

Hereby, declare that:

- To my best knowledge that this project paper is my own work and effort, and it is the result of my own independent work investigation except where otherwise stated.
- 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.
- All verbatim extracts have been distinguished but quotation marks and sources of my information have been specifically acknowledged.

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

A handwritten signature in blue ink, appearing to be 'Norazia Binti Othman', written over a horizontal line.

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

26/6/2013

## **ABSTRACT**

This study examines the factors that influence job satisfaction among employees at PETRONAS Carigali, Miri.

This study focused on three variables that contribute to the job satisfaction. There are salaries, working conditions and also interpersonal relationships. This study is to investigate whether the salaries, working conditions and interpersonal relationship is totally contribute to the job satisfaction or not. This is because different employees have different perception about job satisfaction.

For this study, the respondents that chosen are from 4 department which are BHR, BFA, BIP and also BOR. There are 100 questionnaires that distributed. The total of the questionnaire that was given to each department was 25 sets for each department has different amount of employees. But only get back 77 sets of questionnaires.

## **BACKGROUND OF STUDY**

### **1.0 INTRODUCTION**

This chapter serves the general outlook of the research. It will provide of the job satisfaction overview, about the organization, background of study, the problem statement, research objective, research question, scope of study, limitation of study, and also significance of study.

#### **1.0.1 PETRONAS Carigali, Sarawak Operations (SKO)**

Sarawak Operations or better known as SKO, is one of Carigali's three operation areas in Malaysia, others being Sabah Operations (SBO) and Peninsular Malaysia Operations (PMO) in Terengganu. It is one of Malaysia's oldest and most prolific oil-producing areas. SKO's office is located at the PCSB Building in Jalan Sekolah, Lutong, Miri. Other than the main office, it also has two supply bases, one in Labuan and another in Miri. The onshore facilities are the Miri Crude Oil Terminal in Lutong and the Bintulu Crude Oil Terminal in Bintulu.

Miri is located in the northern part of Sarawak near the Brunei border on Borneo island, with a total population of some 300,000 people. The major economic activities in Miri are logging for timber, support for the oil and gas industry, shipyards and tourism. The oil and gas activities are mainly centred in Lutong town, about 10km north of Miri where the PCSB SKO main offices are located. SKO currently has a manpower strength of 1500 staff.