

THE RELATIONSHIP BETWEEN WORKLOAD AND JOB SATISFACTION  
AT NORTH BUTTERWORTH CONTAINER TERMINAL, PENANG SDN.  
BHD.

NURMUNIRAHIZZATI BINTI YAHYA  
2010846254

SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR  
THE BACHELOR IN OFFICE SYSTEMS MANAGEMENT HONS.

FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA (UiTM)

2013

## ABSTRACT

The research was conducted to examine the relationship between workload and job satisfaction among employee. This research content two independent variable and one dependent variable. The independent variable are work-life balance and work stress and the dependent variable is job satisfaction. The research objective is to determine the relationship between work-life balance and job satisfaction and to analyze a relationship between work stress and job satisfaction.

Data were gathered from 50 employees at North Butterworth Container Terminal, Penang Port to complete questionnaire. However, only 43 employees respond to the questionnaire that been given. The questionnaire was divided into four sections which consist of, section A for Demographic information, Section B for Work-life Balance, Section C for Work Stress and Section D for Job Satisfaction. A research question to be answered as the outcome of data gathering and analysis were: 1) Is there a relationship between work-life balance and job satisfaction? 2) Is there a relationship between work stress and job satisfaction?

The sample group (N=43) consist of female and male staff members. The questionnaire has been adopted, adapted, and changes from The Job Description Index (JDI) and Minnesota Questionnaire (MSQ). The data analysis technique that has been used are Frequency Distribution, Normality Analysis, Descriptive Statistic and Pearson Correlation Coefficient.

## ACKNOWLEDGEMENT

Bismillahirrahmanirrahim...

Assalamualaikum W.B.T.. Firstly, I would love to expressing my utmost gratitude to Allah S.W.T for giving me the strength to complete this research proposal to fulfil the requirement of the Research Method (OSM 662) course. I have put my efforts in this project. However, it would not have been possible without the kind support and help of many individuals. I like to extend my sincere thanks to all of them. I highly indebted to Madam Khiriah binti Ibrahim for her guidance and information. Special thanks to my supervisor, Madam Nor Farhana binti Mohd Azmi and my co-supervisor Madam Norhafiza binti Hashim for constant supervision as well as for providing necessary information regarding the research proposal and also for her support in completing the proposal. I would like to express my gratitude towards my parents & members for their kind support and encouragement which help me in the completion of this project report.

Nurmunirahizzati binti Yahya

24<sup>th</sup> June 2013  
Bachelor in Office System Management (HONS) OM221  
Faculty of Business Management  
University of Technology MARA Perak

## TABLE OF CONTENTS

	<b>PAGE</b>
ABSTRACT	i
ACKNOWLEDGEMENT	iii
LIST OF TABLES	iv
LIST OF FIGURES	v
<b>CHAPTERS 1</b>	
<b>INTRODUCTION</b>	
Background of the Study	1 – 2
Statement of the Problem	3 – 4
Research Questions	5
Research Objectives	5
Significant of the Study	5 – 6
Limitation of the Study	6
Definition of Terms	7 – 8
<b>CHAPTER 2</b>	
<b>LITERATURE REVIEW</b>	
Workload	9 – 10
Work-Life Balance	10 – 13
Work Stress	14 – 15
Job Satisfaction	15 – 16
Conceptual Framework	17
<b>CHAPTER 3</b>	
<b>METHODOLOGY</b>	
Research Design	18
Sampling Frame	18
Population	18
Sampling Technique	19
Sample Size	19
Unit of Analysis	19
Data Collection Procedure	19
Instrument	20
Validity of Instrument	20
Plan of Data Analysis	21
<b>CHAPTER 4</b>	
<b>FINDINGS</b>	
Introduction	22
Frequency Analysis	23 – 25
Descriptive Statistic	25 – 26
Normality Test	27
Pearson Correlation	28 – 29

## **CHAPTER 1**

### **INTRODUCTION**

#### **Background of the Study**

This study will examine the relationship between workload and job satisfaction among employees in North Butterworth Container Terminal, Penang Port Sdn. Bhd. Job satisfaction is one of the important aspects in working life. According to Thorndike and Barnhart (1979) as cited by (Glinow, 2009), it is the “fulfilment of conditions or desires”. Therefore, one would expect a person is satisfied when his or her expectations or desires have been met. According (Locke, 1976), “job satisfaction may be defined as pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences”.

From Lofquist and Dawis (1969) that cited by (Glinow, 2009), they defined “satisfaction as “an individual’s positive effective evaluation of the target environment, result of an individual’s requirement being fulfilled by the target environment, a pleasant affective state, the individual’s appraisal of the extent to which his or her requirements are fulfilled by the environment”. Both definitions emphasize the emotional aspect that plays an important role in the understanding of the construct.

According to (Ifedili & Ifedili, 2012), Maslow’s Need Theory came up with the hierarchy of needs in 1943 based on deficiency and growth needs. Maslow’s set human needs in ascending order of physiological needs which are view the basic needs of life