

FACTORS AFFECTING EMPLOYEES' JOB SATISFACTION IN

SYNERGYCENTRIC SDN BHD

MOHD YAZRIN BIN SALIHIN 2010729759

Submitted in Partial Fulfilment of the Requirement for the Bachelor of Business Administration with Honours (International Business)

FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA MELAKA CITY CAMPUS

DECEMBER 2013

ACKNOWLEDGEMENT

I am beginning with the name of Allah, Most Beneficient and Most Merciful. Praise to Allah S.W.T for providing me with great health, strength and emotional supporting completing this project paper and also it is with great appreciation that I am acknowledge the contributions and supports to Puan Farrah as my advisor, who have given me guidelines and support to more understanding about how to complete this project paper from the scratch until complete.

More than that, I also want to say a very thankful to all staff in my organization that always helps me in doing my routine job especially to my supervisors in the organizations that is Puan Zulhaida Bt Mohamed (Senior Business Exec in Synergycentric Sdn Bhd). These people always help and teach me patiently. Apart from that, i also want to thank other staffs that help me to understand the task better.

It would be remiss if I was failed to acknowledge the unflagging support of our family, our appreciation for their patience and tolerance.

Finally, i also want to show my appreciation to my close friends as well as to my classmates who helped a lot of idea and supporting us during the process to complete the project paper and also to everyone who involving and who has contributed to completion of this project paper.

Thank you,

MOHD YAZRIN BIN SALIHIN 2010729759

iv

TABLE OF CONTENTS

Contents

TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	viii
LIST OF TABLES	ix
LIST OF ABBREVIATIONS	x
ABSTRACT	xi

CHAPTER 1 INTRODUCTION

1,1	Study Background	1
1.2	Background of the company	3
1.3	Problem statement	4
1.4	Research questions	5
1.5	Research Objectives	6
1.6	Significant of study	7
1.7	Scope of study	8
1.8	Limitations	9
1.9	Definitions of terms	10
1.10	Conclusion	16

CHAPTER 2 LITERATURE REVIEW

2.0	Introduction	17
2.1	Work Environment	18
2.2	Remuneration	20

2.3	Motivation	21
2.4	Leadership	22
2.5	Theoretical framework	23
2.3	Hypothesis	24

2.3 Hypothesis

CHAPTER 3 RESEARCH METHODOLOGY

3.0	Introduction	25
3.1	Research design	26
3.2	Sampling design	28
3.3	Data collection method	30
3.4	Data analysis	34
3.5	Work Schedule	37
3.6	Conclusion	38

CHAPTER 4 FINDINGS

4.0	Introduction	39
4.1	Frequency Analysis	40
4.2	Reliability Analysis	46
4.3	Descriptive analysis	47
4.4	Correlation analysis	49
4.5	Regression Analysis	52
4.6	Conclusion	55

ABSTRACT

The purpose of this study is to identify which factors that will be the most influence affecting employees' job satisfaction in Synergycentric Sdn Bhd. Remuneration, work environment, motivation and leadership were important factors in the organization in order to know the satisfaction of the employees regarding to their job. This research has being carried out in Synergycentric Sdn Bhd. Therefore, the researcher needs to identify which factor that gives the most influence affecting job satisfaction. The data has been collected from employees of Synergycentric Sdn Bhd by distributing via email and by hand. To test the hypotheses, SPSS 22.0 has been adopted for basic analysis purposes. The results show that the entire factor (remuneration, work environment, motivation and leadership) has influenced affecting employees' job satisfaction. As a conclusion, from this research, it shows that motivation is the most influence factor in affecting employees job satisfaction in Synergycentric Sdn Bhd.