



UNIVERSITI TEKNOLOGI MARA

**JOB SATISFACTION AMONG NON-MANAGERIAL EMPLOYEE
IN SOUTHERNHEM INDUSTRIES SDN BHD DEMAK LAUT
INDUSTRIAL PARK**

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ABSTRACT

The purpose of this study is to identify the impact of physical, psychological and environmental factor towards non-managerial employee job satisfaction. This research was to determine the most important factor that affect to the employee job satisfaction and also to recommend on how to improve employee job satisfaction.

The study was used a questionnaire to gain the gain the result related to employee job satisfaction. 103 of the questionnaire has been distributed as the population size was 140 employee. Data collected has been analysis by using SPSS software (Statistical Software Package). From the result, it shows that physical, psychological and environmental factors are affected to the job satisfaction of non-managerial employee of Southernhem Industries Sdn Bhd but strongly affected to their job satisfaction. This because according to the each factors values of correlation coefficient is weak.

Generally the study implies that the Southernhem Industries Sdn Bhd management should improve on their management system so that their employee would more satisfied and love to work there.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

Job satisfaction can be defined as psychological state of how an individual feels towards work, in other words, it is people's feelings and attitudes about variety of intrinsic and extrinsic elements towards jobs and the organizations they perform their jobs in. The elements of job satisfaction are related to pay, promotion, benefits, work nature, supervision, and relationship with colleagues (Mosadeghard, 2003). Employee's satisfaction is considered as all-around module of an organization's human resource strategies. According to Simatwa (2011) Job satisfaction means a function which is positively related to the degree to which one's personal needs are fulfilled in the job situation. Kuria (2011) argues that employees are the most satisfied and highly productive when their job offers them security from economic strain, recognition of their effort, clean policy of grievances, opportunity to contribute ideas and suggestions, participation in decision making and managing the affairs, clear definitions of duties and responsibilities and opportunities for promotion, fringe benefits, sound payment structure, incentive plans and profit sharing activities, health and safety measures, social security, compensation, communication, communication system and finally, atmosphere of mutual trust and respect. Job satisfaction means pleasurable emotional state of feeling that results from performance of work (Simatwa, 2011). It commences with the recruiting of right people and continues with practicing programs to keep them engaged and committed to the organization (Freyermuth, 2004). Sutherland, (2004) contends that companies with high quality human capital perform better in marketplace, and deliver higher and more consistent returns to shareholders, than companies with mediocre workers. Sustainable competitive advantage requires satisfaction of employees for

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

This chapter main objective is to address the different kind of definitions, theories and perspectives, which was viewed by numerous authors and management scientists, with respect to satisfaction. Through this survey, it has been discussed about what are the factors affected to the job satisfaction, outcomes of satisfaction and previous researches related to the job satisfaction. Therefore through a literature survey, researches will be in a position to study and describe the general position of the subject concerned.

2.1 Job Satisfaction

A Hawthorne study was the one of biggest study of job satisfaction. This study (1925-1933) was conducted by the Elton Mayo of the Harvard Business School to find out the effect of various conditions of worker's productivity. These studies ultimately showed that novel changes in work conditions temporarily increase productivity. It is called the Hawthorne Effects. This finding provided strong evidence that people work for purposes other than pay, which paved the way for researches to investigate other factors in job satisfaction.

Scientific management also had a significant impact on the study of job satisfaction. According to Taylor, 1911, Principles of Scientific Management book was argued that there was a single best way to perform any given work task. This book contributed to a change in industrial production philosophies, causing a shift from skilled labour and piecework towards the more modern approach of assembly lines and hourly wages. Therefore industries greatly increased productivity because workers were