



**THE FACTORS THAT AFFECTINGS JOB  
SATISFACTION AMONG EMPLOYEES AT RP  
CHEMICALS (MALAYSIA) SDN. BHD.**

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## **ABSTRACT**

The purpose of this study is to find out the most important factors that affecting job satisfaction and the relationship between element factors towards job satisfaction. Specifically, the researcher took Working conditions, pay & promotion, and supervision as the antecedents to see their impact on job satisfaction. This can help us to better understand about the satisfaction level of employees and how we can motivate employees to perform their job efficiently and effectively. The sample consists of 50 respondents, who were selected using convenience sampling. The questionnaire was distributed among 50 respondents in RPCM. The data analyzed using SPSS Version 21.0 and the results were presented by figures and tables. The findings for this study can improve the productivity and job performance of employee in the organization.

**Keywords:** Job Satisfaction, Working Condition, Pay and Promotion, Supervision, Job Performance.

## CHAPTER 1: INTRODUCTION

### 1.1 Background of Study

In modern times psychology has come to play an imperative part in many parts of human activities. More and more importance is being put on the mental well-being of people in order to enhance productivity.

In relation to the field of business studies, the following topic came up for this research: job satisfaction. The concept of job satisfaction has gained importance for two important reasons. Firstly, job satisfaction can be an indicator for someone's general mental well-being. If a person is unhappy at work, it does not seem likely that this person will be happy in general. Secondly, and more importantly for this project, the general assumption is that happiness at work improves work motivation and also in sequences, job performances (Arnold, Cooper, & Robertson, 1998).

Many companies in Malaysia are facing rigorous challenges in refining the employee's job satisfaction. Thus, their organizational commitment to increase competitive advantage and at the same time retained of their key employees. Mostly successful or big organizations recognize that employee retention is important to withstand their leaderships and growth in the market place.

Usually employees will be more satisfied with their jobs and companies if they are rewarded fairly for the work that they have done. They will make sure that rewards for them are sincere contributions to the companies and consistent with the reward policies. Employees with higher job satisfaction are important to the organizations since they believe that the organization would have remarkable future in the long run and the employer gives credits to the quality of their work, hence those employees