



**THE STUDY ON JOB SATISFACTION OF NON-
EXECUTIVE EMPLOYEES OF MALAYSIA LNG
SDN BHD**

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EXECUTIVE SUMMARY

Job satisfaction has become a major concern in recent years in Malaysia LNG Sdn Bhd. Therefore, it is important to identify the determinants of job satisfaction for the employees especially for Non-Executive employees and to establish the impact to the workplaces. This study focused on investigating whether the Non-executive employees of Malaysia LNG Sdn Bhd are more satisfied with their work environment and the reasons for this. Data were drawn from the questionnaire of 153 of Non-executive employees and analyses using limited dependent variable techniques.

Job satisfaction is an attitude that employees have about their work and is based on numerous factors, both intrinsic and extrinsic to the individual. There have some factors to maintain the satisfaction among the employees such as clear company administrative policies should be developed, supervision from the management or superior, salary, interpersonal relations and the working conditions.

The overall response rate was 63%. This will gives the clear factors and the reason on job satisfaction to all Non-executive employees of MLNG. Policies aimed at creating more flexible working hours, expanding the range of contractual arrangements and employment opportunities, and establishing a more realistic expectation of the role of Non-Executive employees.

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CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF MLNG SDN BHD NON-EXECUTIVE EMPLOYEES

Malaysia LNG Sdn Bhd has 989 employees consist of Non-executive and executives level. These consist into eleven line departments, that are Administration department, Finance department, Information Technology Unit, Security Unit, Engineering department, Plant Operation, Material department, Legal department, Shipping department, Commercial department and Marketing department.

The total of Non Executive employees were 623 only and the balance are for the executives and management level. Most of the Non-executive employees are graduate from level five and six of local secondary school and other local institutions.

All Non-Executive employees at the complex of Malaysia LNG Sdn Bhd are highly trained and experienced. Each of the employees is an expert in his/her own field. The expertise was garnered through years of toil and dedication to duty. From the beginning, Malaysia LNG Sdn Bhd exposed the “raw” employees to a high-technology industry in which they had little or no experience at all. It expended much time and investment on training, providing the staff with on-the-job training, sending them abroad to garner experience and posting them to partners of the project for understudy.

CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

The purpose of this chapter is to review past and present literature regarding the employees job satisfaction. Also being looked at, is the factors that influence the organizational culture has on job satisfaction. This chapter includes of Employees motivation according to theorists and management consultants and its components.

2.1.1 The determinants of job satisfaction

There has been relatively little work by economists on the determinants of job satisfaction (Hamermesh, 1977; Freeman, 1978).

The neglect of job satisfaction by economists reflects their view that job satisfaction is a subjective variable and measures individual utility (Freeman, 1978).

The existing literature has been largely empirical and has examined the workforce as a whole (Clark, 1996) or considered specific groups such as lawyers (Laband and Lentz, 1998) and airline employees (Cappelli and Sherer, 1988). Studies have proposed a number of determinants of job satisfaction, including demographic characteristics (age, gender, educational level, race, marital status), job characteristics (absolute and relative wages, number of hours