



**FACTORS AFFECTING JOB SATISFACTION OF EMPLOYEES AT FEDERAL
AGRICULTURAL MARKETING AUTHORITY (FAMA) POINT, SELAYANG**

NORHASIMAH BINTI AHMAD

2014164843

BACHELOR OF BUSINESS ADMINISTRATION (HONS) IN

HUMAN RESOURCE MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

KAMPUS BANDARAYA MELAKA

2017

ACKNOWLEDGEMENT

First of all, thanks to Allah S.W.T the Most Merciful for His blessing giving me the abundant generosity and strength rendered during the whole process of completing this research project. It has been a period of intense learning for me, not only in the research method areas, but also on a personal level. Writing this report has a big impact on me. I would like to reflect on the people who have supported and helped me so much in completing this report.

Secondly, special thank you to my respective advisor Mr Helmy Fadlisham Bin Abu Hasan for his wonderful collaboration those have supported me greatly and were always willing to help me with valuable guidance and for the entire lesson regarding completing this research project. Thank for definitely provided me with the guidelines that I needed to choose the right direction and successfully complete my report. Once again, a lot of appreciations I request to his guide and help.

Next, a thousand thank to my supervisor Sir Fahmi Bin Amir, Manager Human Resource Management Division who give me a chance for doing my practical at FAMA and giving me meaningful experience in a real working environment. Thanks also for his supported and guidance during the past four months of my practical period at FAMA. I also wish to thank to all FAMA staff for help and cooperation and to those respondent who answered my questionnaire and returned it for this research study.

Lastly, I would also like to thank my parents for their wise counsel and to all my friends for willing to give opinion and some ideas on improvement of my report. Last but not least, thanks to everyone who had involved in completing this research either directly or indirectly.

TABLE OF CONTENT

	PAGE	
Title Page	ii	
Declaration of original work	iii	
Letter of Submission	iv	
Acknowledgment	v	
Table of Content	vi	
List of Tables	ix	
List of Figures	x	
List of Abbreviations	x	
Abstract	xi	
1.0	INTRODUCTION	
1.1	Background of study	1
1.2	Problem of statement	4
1.3	Research questions	5
1.4	Research objectives	5
1.5	Significant of the study	6
	1.5.1 Organization	
	1.5.2 Employees	
	1.5.3 Researcher	
1.6	Scope of study	7
1.7	Definition of key terms	7
1.8	Conclusion	8
2.0	LITERATURE RIVIEW	
2.1	Introduction	9
2.2	Job satisfaction	9
2.3	Pay fairness	11

Abstract

Norhasimah Binti Ahmad (2014164843)

Mr Helmy Fadlisham Bin Abu Hasan

Factors Affecting Job Satisfaction of Employees at Federal Agricultural Marketing Authority
(FAMA) Point, Selayang

Job satisfaction is one of the most frequently studied characteristics in organizational behavior research and as an important element of how employees valued their jobs. Job satisfaction is defined as an individual's attitude about the work role and the relationship of worker motivation to perform work well. There could be no job satisfaction where there is no motivation. In present age of growing technology and transformation in organizational work culture, job satisfaction has be very important indicator of management strategies. Without having job satisfaction, the whole organization might not run smoothly as it always depends on employees. Therefore, management should more focus and highlight on how to satisfy their employees in an appropriate ways. The past researcher shows that there are many factors that affect the employee's job satisfaction.

Hence, this research was conducted to determine the factors that affecting to the job satisfaction of employees at Federal Agriculture Marketing Authority (FAMA) Point, Selayang. The main objective of this research is to know what may influence the job satisfaction among employee and their relationship with the pay fairness, motivation and employee empowerment. At the end, this research will determine whether job

satisfaction factors such as pay fairness, motivation, and employee empowerment will affect towards employee's job satisfaction at FAMA or not.

This study has been conducted at FAMA and about 169 questionnaire has been distributes to the respondents in different department. By using questionnaire, the survey highlighted on the three job satisfaction factors as mentioned. Therefore, to analyze the data the researcher has used Reliability Analysis, Cross Tabulation Analysis, Frequency Distribution and Descriptive Statistic by using SPSS program.

Keyword - Employee's job satisfaction, pay fairness, motivation, employee empowerment

Paper type - Research paper

Company - Federal Agricultural Marketing Authority (FAMA)