FACTORS INFLUENCE JOB SATISFACTION AT BUSINESS SUPPLY CHAIN DEPARTMENT, COMPOSITE TECHNOLOGY RESEARCH MALAYSIA (CTRM) SDN BHD, BATU BERENDAM, MELAKA.

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ABSTRACT

This research attempts to determine the factors influence the job satisfaction within Business Supply Chain Department at CTRM SDN BHD. This study also aims to identify which variables is the most influential towards job satisfaction in the company. For the hypothesis and theoretical framework, the researcher is choosing three previous research which are from Moyes, Owusu-Ansah and Ganguli (2006), Gallardo, Sanchez, Lopez-Guzman and Jesus (2009) and H. L. Tan, (2011) as his references in order to construct its. The researcher had use questionnaires as the method to obtain the data from the survey research. The respondents that involved in this research to participate in questionnaire survey is 130 employees which is derived from Business Supply Chain at CTRM SDN BHD. It is represents about 69% of 189 total population in the department. The researcher has used cross-sectional studies which involve the generation of data from the respondents in one shot or maybe in a few days, weeks or months' time. The researcher use convenience sampling method for research sampling in order to obtain meaningful information and data from the respondents that are available and able to answer on the spot. This study will use Statistical Program for Social Sciences (SPSS) to analyse the variables in this study. This program consists of Frequencies Analysis, Descriptive Analysis, Reliability Statistical Analysis and Multiple Regression Analysis. The result had illustrate that all of the Independent Variables (IVs); Work Environment, Training and Development, Supervision and Pay and Benefits had significantly influence the Dependent Variable; Job Satisfaction. Thus, Supervision had portrayed the most influential factors influencing the Job Satisfaction with highest beta value as compared to other independent variables.

Keywords: Job Satisfaction, Work Environment, Training and Development, Supervision and Pay and Benefits.