

**A STUDY ON THE RELATIONSHIP BETWEEN
WORKLOAD AND JOB SATISFACTION AMONG
EMPLOYEES AT THE FINANCE AND
INVESTMENT PROCESSING DIVISION OF
PERMODALAN NASIONAL BERHAD**

**MASDIANA BT MASLAN
2003338830**

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BACHELOR OF BUSINESS ADMINISTRATION
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MELAKA

“DECLARATION OF ORIGINAL WORK”

I, Masdiana binti Maslan, (820622-08-6210)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: 

Date: 28 APRIL 2006

EXECUTIVE SUMMARY

This research is about “A Study On The Relationship Between Employees Workload and Job Satisfaction” Which has been done at the Finance and Processing Division of Permodalan Nasional Berhad which located at Menara PNB, Jalan Tun Razak, Kuala Lumpur. PNB Group of companies was formed in 17 March 1987. PNB is a whole subsidiary company of Bumiputera Investment Foundation. They are many departments under PNB, of which for this study, only taken 4 departments were taken which is under the Investment and Processing Division. There are Finance Department, Accounts Department, Investment and Processing Department and Procurement Department.

The objectives of this study are first, to identify the relationship between schema aspects and employees job satisfaction. Second, to verify the relationship between operation aspects employees job satisfaction and third, to examine the relationship between control aspects and employees job satisfaction. All the objectives are looking at each of the employee in the Finance and Investment Processing Division of Permodalan Nasional Berhad. In studying the problems that related to this study, certain important issues being identified. Most important problem is what is the relationship between workload and job satisfaction among employees at the Investment and Processing Division which first workload from the schema aspects where which are identified from the work distribution for each of the employees by having a schedule, outline, and planning of their work. Second, from the operation aspects which are identified from the procedures, handling operation and process of their work.. As for the last factor is looking at the control aspects which are identified from their ability to control their task according to time given.

In theoretical framework, three independent variables were been used which are derived from the workload. They are schema aspects, operation aspects and control aspects. These are the most important factors being used by researcher in determining the relationship between workload and job satisfaction. Other than three independent

variables, the dependent variable is job satisfaction, which is the core factor to be study in this research.

This study was being involved by employees of Investment and Processing Division at Permodalan Nasional Berhad. It covers different status and demographic of employees including gender, position, age and qualification. This research has been conducted in December 2005 until March 2006. For the significant of this study, it wills benefits four parties included the researcher itself, the organization, students for reference in future research and respondents itself. Since this study aims to get the results of the relationship between workload and job satisfaction among employees, the results of this research then will be handed to the organization as their guidelines and to the campus for an academic requirement.

The second chapter for this study will be describing on the literature review, which bring about the opinions and ideas from the past researcher. These opinions and ideas are related to the topic under study.

The third chapter is regarding on the research methodology, which had been used in this study. This study was categorized as a Descriptive Study. It will describe the characteristic of the variables of interest in a situation. As for study, the sampling design is Nonprobability and Convenience Sampling technique has been chosen by the researcher to reach the employees of Investment and Processing Division. For the sample size, 62 persons of employees have been chosen as respondents. In the Data Collection Method, primary data has been used for this study. The primary data has been collected using questionnaires. For Data Analysis, the Statistical Package of Social Science (SPSS) programmed will be used and the Descriptive Summary and Pearson Correlation are the two types of example, which has been done through SPSS Programmed. In the Data Interpretation, types of sections where the data being analyze and interpreted by the researcher such as Descriptive Analysis and Pearson Correlation. This study had followed certain process and it is completed through the work schedule that has been planned.

The fourth chapter of this study provides the data analysis and findings from the research. Data Interpretation started with the explanation of the result of Reliability Test. Reliability Test is the first procedure, which must be done before other data analysis technique being used. The first data finding is about Respondent Profile. The Respondents Profiles covers five characteristics; gender, position, age, qualification and departments since there are four departments involved in this study. Then the findings on the frequency percentage being explained. It covers the three factors understudy that is schema aspects, operation aspects and control aspects. This chapter also includes the findings on the Pearson Correlation which show the relationship of the workload which are schema aspects, operation aspects, and control aspects with job satisfaction.

The last chapter, which is Chapter 5, will focus on conclusion and recommendations about the findings from this study.