

**THE INFLUENCE OF BENEFIT SATISFACTION ON INTERPERSONAL
DISCRIMINATION: A CASE AT UPSB SDN. BHD.**

By

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KOLEJ PERNIAGAAN
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ABSTRAK

Diskriminasi perorangan (interpersonal discrimination) merupakan salah satu jenis diskriminasi yang selalu berlaku di dalam organisasi. Ia akan melibatkan perhubungan di antara pekerja dan majikan di dalam organisasi. Kajian ini memfokus kepada pengaruh faktor kepuasan faedah terhadap diskriminasi perorangan di dalam organisasi. Data dikumpul melalui pengedaran soal selidik kepada pekerja operasi di dua jabatan iaitu persekitaran kebersihan and persekitaran lanskap. Analisis kolerasi dan regresi dilakukan untuk menguji perhubungan antara pembolehubah. Keputusan menunjukkan kepuasan faedah mempengaruhi secara negatif terhadap diskriminasi perorangan. Melalui faktor analisis, didapati bahawa terdapat tiga dimensi diskriminasi perorangan iaitu diskriminasi komunikasi lisan, diskriminasi komunikasi separuh lisan dan diskriminasi komunikasi bukan lisan. Melalui analisis korelasi, ketiga-tiga dimensi ini mempunyai hubungan yang negatif kepada kepuasan faedah. Akhir sekali, segala keputusan yang didapati dalam kajian ini akan dibincangkan dan cadangan diberikan kepada pihak pengurusan bagi tujuan meningkatkan kualiti pengurusan pekerja dalam usaha mengurangkan berlakunya diskriminasi perorangan. Kajian ini diharap akan menjadi asas kepada pengkaji-pengkaji masa hadapan yang berminat untuk melakukan kajian berkenaan diskriminasi pekerja.

ABSTRACT

Interpersonal discrimination is one of discrimination that always occurred in organization. It involves relationship between employer and employees. This research is focused to examine the influence of benefit satisfaction on interpersonal discrimination in organization. Data gathered through questionnaire distributed to operation employee from two departments including Hygiene Environment Department and Landscape Environment Department. Correlation and Regression Analysis were carried out to test relationship between variables. The results showed that benefit satisfaction influence negatively on interpersonal discrimination. In this research, from factor analysis, the researcher has found that there were three interpersonal discrimination dimensions, namely verbal interpersonal discrimination, semi-verbal interpersonal discrimination and non-verbal interpersonal discrimination. From the Correlation analysis, all of these three dimensions were negatively correlated with benefit satisfaction. Lastly, results from data analysis were discussed and recommendations were given to the management to improve the quality of managing employees in organization in order to reduce the occurrence of interpersonal discrimination. Hopefully, this research will become a basis to future researcher who interested to perform research about employees discrimination.

TABLE OF CONTENT

PERMISSION TO USE	I
ABSTRACT (BAHASA MALAYSIA)	II
ABSTRACT (ENGLISH)	III
ACKNOWLEDGEMENTS	IV
TABLE OF CONTENT	V
LIST OF TABLE	IX
LIST OF FIGURE	X
CHAPTER 1: INTRODUCTION	
1.1 Introduction	1
1.2 Problem Statement	4
1.3 Research Questions	7
1.4 Research Objectives	7
1.5 Significance of Study	8
1.6 Scope of The Study	9
1.7 Organization of Study	10
1.8 Conclusion	11
CHAPTER 2: LITERATURE REVIEW	
2.0 Introduction	12
2.1 Definition of terms	12
2.1.1 Discrimination	12
2.1.2 Interpersonal Discrimination	13
2.2 Interpersonal Discrimination in Workforce	18
2.2.1 Verbal Communication	18
2.2.2 Non-verbal Communication	19
2.3 Benefit in the workplace	21

2.4 Benefit Satisfaction	25
2.5 Relationships between benefit satisfaction and interpersonal Discrimination	27
2.6 Conclusion	29
CHAPTER 3: RESEARCH METHODOLOGY	
3.0 Introduction	30
3.1 Research Design	30
3.1.1 Type of research	30
3.1.2 Data Collection Method	31
3.2 Source of Data	32
3.2.1 Population	32
3.2.2 Samples	32
3.2.3 Unit Analysis	33
3.3 Research Framework	33
3.4 Design of Questionnaire	34
3.5 Research Instruments	35
3.5.1 Benefit Satisfaction	35
3.5.2 Interpersonal Discrimination	37
3.6 Translation of Questionnaire	41
3.7 Data Collection Procedure	41
3.8 Pilot Study	41
3.8.1 Reliability Test	42
3.8.2 Validity Test	42
3.8.2.1 Construct Validity	43
3.8.2.2 Discriminant Validity	43
3.8.2.3 Convergent Validity	43
3.10 Data Screening	44
3.10.1 Normality	44

3.10.2	Linearity	44
3.10.3	Transformation	45
3.11	Data Analysis	45
3.11.1	Descriptive	45
3.11.1.1	Cross-Tabulation	45
3.11.2	Inferential Analysis	47
3.11.2.1	Factor Analysis	47
3.11.2.2	Correlation Analysis	49
3.11.2.3	Regression Analysis	49
3.12	Conclusion	50
CHAPTER 4: FINDINGS		
4.0	Introduction	51
4.1	Survey Responses	51
4.2	Personal Description of Respondent Personal Demographics	52
4.3	Pilot Study	53
4.4	Data Screening	54
4.4.1	Linearity	54
4.4.2	Normality	57
4.5	Factor Analysis	58
4.5.1	Anti-Image Correlation	58
4.5.2	Factor Analysis	61
4.5.3.1	Benefit Satisfaction	61
4.5.3.2	Interpersonal Discrimination	62
4.6	Descriptive Analysis	65
4.7	Correlations	66
4.7.1	Correlation between Benefit Satisfaction and Interpersonal Discrimination	66
4.8	Regression	67

4.8.1 Regression Analysis of Benefit Satisfaction on Interpersonal Discrimination	68
4.9 Conclusion	69
CHAPTER 5: DISCUSSIONS	
5.0 Introduction	70
5.1 To determine the dimension of interpersonal discrimination	70
5.2 To identify the level of perception among gender on the existence of interpersonal discrimination.	72
5.3 To identify the level of perception among workers base on their age on the existence of interpersonal discrimination.	73
5.4 To identify the level of perception among workers base on race on the existence of interpersonal discrimination.	74
5.5 To find out the influence between benefit satisfaction and interpersonal discrimination.	75
5.6 Conclusion	77
CHAPTER 6: LIMITATIONS, RECOMENDATIONS AND CONLUSION	
6.1 Introduction	79
6.2 Limitation of the study	79
6.3 Recommendations	79
6.3.1 Recommendations for future researchers	80
6.3.2 Recommendations for practitioner	81
6.4 Conclusion	82
REFERENCES	84
APPENDICES	
Appendix 1: The Questionnaires	89

TABLE OF LIST

	Pages
Table 3.1: The questionnaire designs	35
Table 3.2: Operational definition and items for Benefit Satisfaction	37
Table 3.3: Operational definition and items for Interpersonal Discrimination	39
Table 3.4: Level of agreement	47
Table 4.1: Survey Responses	51
Table 4.2: Demographic Profile of the Respondents	52
Table 4.3: Age * Education Cross-tabulation	53
Table 4.4: Reliability of Dimensions	54
Table 4.5: Anti-image Matrices	58
Table 4.6: Anti-image Matrices	60
Table 4.7: Varimax Rotated Factor of Benefit Satisfaction.	62
Table 4.8: Varimax Rotated Factor of Interpersonal Discrimination.	64
Table 4.9: Mean of variables	65
Table 4.10: Correlation of Variables	67
Table 4.11: Coefficient table for Interpersonal Discrimination.	68

LIST OF FIGURE

	Pages
Figure 3.1: Research Framework	34
Figure 4.1: The Scatter plot between Interpersonal discrimination and benefit satisfaction.	55
Figure 4.2: The Scatter plot of Interpersonal discrimination and benefit satisfaction after transformation.	56
Figure 4.3: The Normal Q-Q plot of Interpersonal discrimination and benefit satisfaction.	57

CHAPTER 1

INTRODUCTION

1.0 Introduction

Top management will plan, develop and construct a set of statement from time to time concerning company objectives, policies, responsibilities and obligations. As mentioned by Rynes and Gerhart (2000), salary and benefit policies serve as a set of guidelines that keep the administration working towards established objectives. As other functions in management, Human Resource also developed its policies in order to achieve the corporate objectives. Among the functions in Human Resource Management is benefit administration. In explaining salary and benefit policies, the management should ensure clarity and uniformity, promote effective administration and improve organizational morale and motivation (Rajkumar, 1985).

Also known as compensation, the contribution of remuneration or pay as well as salary and benefit are the factors in managing employees' rewards in return for their contributions to the organization (Rajkumar, 1985). Rajkumar (1985) also mentioned that the definition of the compensation and benefit involve planning, establishing and controlling salary and benefit programmes, including direct and indirect rewards established by the organization which are consistent with its objectives and policies. Phillips and Fox (2003) have defined the major objectives of compensation and benefit programme are to attract and retain employees working in organization, to facilitate hiring, transfer and demotion and motivate employees to improve their performance in workforces. However, Sinclair and Botten (1995) mentioned that

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