



**THE FACTORS AFFECTING EMPLOYEES
SATISFACTION AT
NORTHPORT (MALAYSIA) BHD**

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JULY 2013

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

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Hereby declared 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 other 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: _____

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LETTER OF SUBMISSION

5th July 2013

The Coordinator Industrial Training
Lecturer
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Faculty of Business Management
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75300 Melaka.

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “THE FACTORS AFFECTING EMPLOYEES SATISFACTION AT NORTHPORT (MALAYSIA) BHD” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

Yours sincerely,

.....

.....

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TABLE OF CONTENT

CONTENT	PAGE
TITLE PAGE	1
DECLARATION OF ORIGINAL WORK	2
LETTER OF SUBMISSION	3
ACKNOWLEDGEMENT	4
TABLE OF CONTENT	5
ABSTRACT	9
CHAPTER 1: INTRODUCTION	
1.0 Introduction	10
1.1 Background of the Study	10 – 11
1.1.1 Background of the Company	12 – 13
1.2 Problem Statement	14
1.3 Research Questions	15
1.4 Research Objectives	
1.5 Significant of the Study	16 – 17
1.6 Scope of the Study	18
1.7 Theoretical Framework	
1.7.1 Dependent Variable	19
1.7.2 Independent Variables	
1.8 Limitations of the Study	20
1.9 Definition of Term	21
1.9.1 Employees Satisfaction	
1.9.2 Work Environment Factor	
1.9.3 Services Satisfaction Factor	
1.9.4 Training Opportunities Factor	

ABSTRACT

Employee satisfaction is important in managing human capital in the organization. The purpose of this study was to determine the relationship between employees satisfaction, work environment, services satisfaction and training opportunities. Theoretical framework was developing based on the detailed on literature review. Simple random sampling can be as sampling technique . A total of 132 samples were taken for the direct reports revealed that work environment, services satisfaction and training opportunities factors was positively and significantly related to the employees satisfaction. We discuss the recommended that suitable for our research and also for company to enhance their employee satisfaction.