FACTORS INFLUENCES EMPLOYEE JOB SATISFACTION OF LOGISTICS FIELDS IN MALAYSIA

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ABSTRACT

Human resources are one of the most important organizational resources and this also applied in logistics and supply chain sectors. The study of employee job satisfaction may benefit the performance and productivity management in organizations.

The objectives of this research are to determine the factors that influences employee job satisfaction of logistics fields in Malaysia. The scopes of study are including logistics and supply chain based industries and non-logistics and supply chain based industries but acting and playing logistics roles. Besides, by the literature reviews, the five factors such as “work environment”, “work pay and benefits”, “quality of life and work time”, “employee rewards and recognition”, and “training and development” have been commonly recognized as the important factors to employee job satisfaction. Hence, this research is to determine the relationship of these five factors to job satisfaction in logistics fields.

However, the result of this research indicated that there are only two factors such as “employee rewards and recognition” and “training and development” have positively relationship with employee job satisfaction of logistics fields in Malaysia over total five factors.

Hopefully, this conducted research could be the guidelines or references, and useful to logistics fields by improve of organizational performance and productivity through human resources management.