

TABLE OF CONTENTS

Acknowledgements	i
Abstract	ii - iii
Table of Content	iv - vi
List of Table	vii
List of Figure	viii
Chapter	Page
1 INTRODUCTION	
General	1
An overview of the Malaysian Army	2
Research objectives	10
Significance of the study	10
Scope of the research	11
Organization of the report	11
2 LITERATURE REVIEW	
Introduction	12
Pay Satisfaction	12
Job Satisfaction	13
Service Quality	17
Motivation	18
Previous Research	19

3	RESEARCH METHODOLOGY	
	Introduction	21
	Research Hypothesis	21
	Research Methods	21
	Place of Research	22
	Questionnaire Design	22
	Sample Design	24
	Data Analysis Technique	25
4	RESEARCH RESULTS	
	Introduction	26
	Descriptive Analysis.	27
	Demographic Profile of the Respondents	28
	Respondents Satisfaction	32
	Respondents Satisfaction on Pay	34
	Respondents Satisfaction on Job	37
	Defining a Linear Model for the Assumptions	41
	Summary Analysis on Pay	41
	Summary Analysis on Job Satisfaction	43
5	FINDINGS AND RECOMMENDATIONS	
	Overview	46
	Findings	46
	Measurement of Overall Pay Satisfaction	47
	Measurement of Overall Job Satisfaction	49

Recommendation	51
Recommendation for Further Study	52
Bibliography	54
Questionnaire	57