

ABSTRACT

This study examines the level of job satisfaction of employees at Maybank, Klang Valley. The study makes use of the Job Descriptive Index and the Overall Job Satisfaction Index to measure job satisfaction. A set of questionnaires was dispatched to randomly selected employees throughout Maybank in the Klang Valley. The response rate was 5.5%.

The consistency and reliability of the responses obtained were analyzed using the Cronbach Alpha Reliability test. T-test and one-way ANOVA were also used to examine the differences in scores obtained by the instruments against the demographic variables. Multiple regression was used to determine the relationship between overall job satisfaction and the six job facets satisfaction.

The data were found to have high reliability and consistency. The data showed that there was no significant relationship between the OJS and each of the job facets except pay and co-workers. Except monthly income groups, other demographic variables had no significant influence on overall job satisfaction of employees. Marital status, number of children, occupational levels, tenure/length of service, union-membership and number of companies prior to present job had no significant influence on facets satisfaction. Some significant difference in facets satisfaction was found among employees at the Head Office and Branches (working conditions), different sex groups (work and supervision), age groups (work, supervision and promotional prospects), ethnic groups (supervision, co-workers and pay), educational levels (pay) and monthly income groups (promotional prospects and working conditions).

Generally, it was found that employees at Maybank were satisfied with their overall job as well as the six job facets.