

**Relationship between  
Selected economic & non-economic factors  
and overall job satisfaction of Malaysian professional**

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## **ABSTRACT**

A survey was conducted by Watson Wyatt in 2004 on “What Malaysian employees like about work”. Three factors namely pay, top management leadership and supervision scored the lowest. The purpose of this paper is to understand the relationships of these factors (which the Watson Wyatt study found that employees in Malaysia are least satisfied) with overall job satisfaction. The significance of the study is mainly for employers and human resource practitioners, to gain insight on whether these factors have a significant relationship with overall job satisfaction. This information is critical for them, as from prior research, job satisfaction has been found to be correlated to work behaviors such as quitting, turnover and absenteeism, which increases employers' cost.

Malaysian professionals were the targeted respondents of the self administered survey questionnaire. A statistical correlation analysis was employed to determine the relationship between the contributing factors and job satisfaction. The results are discussed in reference to the results reported by the earlier researchers. The results show that there is a positive relationship between the economic factors: pay & pay satisfaction and non-economic factors: satisfaction with supervisor & trust in top management and

overall job satisfaction in line with prior research findings. In addition, both the economic factors studied were found to be positively correlated, also in line with research findings

The results of this study provides some insight on the importance of designing effective reward systems and programs to improve management and supervision effectiveness to impact work behaviors positively.

## TABLE OF CONTENTS

<b>ACKNOWLEDGMENTS</b>	ii
<b>ABSTRACT</b>	iii
<b>LIST OF FIGURES</b>	vii
<b>LIST OF TABLES</b>	viii
<b>CHAPTER 1: INTRODUCTION</b>	<b>1</b>
<i>I. Background</i>	<i>1</i>
<i>II. Purpose and Significance of the Study</i>	<i>2</i>
<i>III. Research Questions</i>	<i>4</i>
<i>IV. Scope of the Study</i>	<i>5</i>
<i>V. Limitations of the Study</i>	<i>5</i>
<i>VI. Organization of the Study</i>	<i>7</i>
<b>CHAPTER 2: LITERATURE REVIEW</b>	<b>9</b>
<i>I. Job Satisfaction</i>	<i>9</i>
<i>II. Measurement of Job Satisfaction</i>	<i>11</i>
<i>III. Factors affecting Job Satisfaction</i>	<i>14</i>
<i>IV. Economic Factors and Job Satisfaction</i>	<i>16</i>
<i>V. Non-economic factors and Job Satisfaction</i>	<i>21</i>
<i>VI. Prior Research on Job Satisfaction In Malaysia</i>	<i>27</i>
<b>CHAPTER 3: RESEARCH METHODOLOGY</b>	<b>31</b>
<i>I. Research Model and Hypotheses</i>	<i>31</i>
<i>II. Selection of Measures</i>	<i>33</i>
<i>III. Sampling Design</i>	<i>35</i>
<i>IV. Data Collection Procedure</i>	<i>36</i>
<i>V. Data Analysis Techniques</i>	<i>38</i>

<b>CHAPTER 4: RESEARCH RESULTS</b>	<b>43</b>
<b>I. Summary Statistics of Respondents</b>	<b>43</b>
<b>II. Analysis of Measures</b>	<b>54</b>
<b>III. Testing of Hypotheses</b>	<b>55</b>
<b>IV. Summary of Research Results</b>	<b>61</b>
<b>CHAPTER 5: CONCLUSION AND RECOMMENDATIONS</b>	<b>65</b>
<b>I. Summary and Conclusions</b>	<b>65</b>
<b>II. Suggestions for Additional Research</b>	<b>67</b>
<b>III. Implications</b>	<b>68</b>
<b>REFERENCES</b>	<b>70</b>
<b>APPENDIX 1: PRESS RELEASE ON WATSON WYATT SURVEY RESULTS</b>	<b>77</b>
<b>APPENDIX 2: QUESTIONNAIRE</b>	<b>79</b>
<b>APPENDIX 3: RELIABILITY ANALYSIS: CRONBACH ALPHA</b>	<b>87</b>

## LIST OF FIGURES

<b>Figure No.</b>	<b>Definition of Constructs</b>	<b>Page No.</b>
Figure 3.1	Research Model	32
Figure 4.1	Age Group of Respondents	44
Figure 4.2	Gender of Respondents	45
Figure 4.3	Monthly Pay of Respondents	47
Figure 4.4	Education Level of Respondents	49
Figure 4.5	Job Classification of Respondents	51
Figure 4.6	Tenure of Respondents in Current Workplace	52

## LIST OF TABLES

<b>Table No.</b>	<b>Definition of Constructs</b>	<b>Page No.</b>
Table 3.1	Definition of Constructs	35
Table 4.1	Age Group of Respondents	43
Table 4.2	Gender of Respondents	45
Table 4.3	Monthly Pay of Respondents	46
Table 4.4	Education Level of Respondents	48
Table 4.5	Job Classification of Respondents	50
Table 4.6	Tenure of Respondents in Current Workplace	52
Table 4.7	Cronbach Coefficient Alpha	54
Table 4.8	Spearman Rank-Order Correlation of Pay and Overall Job Satisfaction	55
Table 4.9	Spearman Rank-Order Correlation of Pay and Pay Satisfaction	56
Table 4.10	Spearman Rank-Order Correlation of Pay Satisfaction and Overall Job Satisfaction	57
Table 4.11	Spearman Rank-Order Correlation of Satisfaction with Supervisor and Overall Job Satisfaction	58
Table 4.12	Spearman Rank-Order Spearman Rank-Order Correlation of Trust in Top Management and Overall Job Satisfaction	59
Table 4.13	Findings of Hypotheses Testing	63