Satisfiers and Dissatisfiers
of Expatriates in Malaysia

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ABSTRACT

This project paper analyses the motivation of expatriates to work in Malaysia. The respondents of the convenience sample are profiled and their attitude towards several factors of the working and non-working environment is measured.

No other studies have yet been conducted on expatriates in Malaysia. The results will be of significant value for Malaysia as the host country as well to companies that employ expatriates in Malaysia.

Most of the expatriates in the study are married males from Europe and North America, working for an international company. Malaysia is in most cases not the first overseas assignment. Even though most expatriates do not set themselves a limited timeframe for working in Malaysia, only about one third of the expatriates consider retiring in Malaysia.

The overall satisfaction from factors outside of work is higher than the overall satisfaction with work factors. The work related satisfiers identified are working environment, responsibility and pay. The dissatisfiers are subordinates, budget allocation and organisation’s policies. Among the non-work related factors, the satisfiers identified are cost of living and impact of the Malaysian society upon children.

The satisfaction of the spouse is the single most important factor, as it correlates positive with the satisfaction of the expatriate in many areas. The correlation also shows that the higher the satisfaction of the spouse is, the longer the expatriate can be expected to work in Malaysia.
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