

ABSTRACT

This paper examines the influence of organisation compensation administration policies on job satisfaction specifically for employees working at Food and Beverage (F & B) department, in the hotel accommodation industry located in Kuala Lumpur and Selangor states of Malaysia. Employee satisfaction in the workplace is defined as the difference between perceptions of work and expectations of work importance. Owing to the high turnover of staffs in the hospitality industry, organisations seldom paid attention to investigate reasons and to propose alternative strategies such as remuneration and reward strategies that may best suit their employees within the hotel accommodation industry. Research has shown that by providing an adequate Human Resource support system, a commitment can be built towards an organisation, therefore resulting a better workplace relation for both employees and the organisation. The principal dimensions of compensation policies that give rise to distinct reactions among employees were examined. Proposals were developed to predict the efficiency of compensation effects on job satisfaction in the Malaysia cultural context of employment in hotel accommodation industry. The empirical findings from the survey were based on responses from human resource management (HRM) executives on what is their perception on their organisation compensation policies. This study also explores the relationships between facets of job satisfaction and compensation policies for employees working as waiter or waitress in the hotel's coffeehouse. A statistical analysis of correlation was employed to examine these relationships, and how this action yields result on effectiveness of the organisation compensation administration policies. By means of a survey it was hopeful that the result would help in improving HRM compensation practices specifically for the hotel accommodation industry such as improvement in staff relationship, improvement in quality, commitment and productivity on the part of the employee. This eventually can work to employees' retention, hence not only saving the organisation money on training and recruitment cost, but also improving overall profitability.