

STUDY OF WORKPLACE ENVIRONMENT, REWARD AND RECOGNITION ON JOB SATISFACTION AMONG EMPLOYEES' MALAYSIAN HOTEL INDUSTRY

By

ZUHAIRA BINTI ZAMRI (H20A1881)

ZAIDATUL IZZATI BINTI MOHD ZALANI(H20A1877)

LEE SUET KEI (H20A1889)

ZULSHAHMEE BIN ZULKIFLEE (H20A1883)

Bachelor of Entrepreneurship Hospitality with Honors

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Faculty of Hospitality, Tourism and Wellness UNIVERSITI MALAYSIA KELANTAN

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Abstract

Hotel industry experience a high level of competition due to the advancement in globalization and technological. It is important to hotel industry having the well perform employees to keep their hotel able to operate in future. Our objective is analyzing the influence of workplace environment and reward and recognition on the job satisfaction among hotel employees. In completing this study, we will give around four hundred questionnaires to hotel employee in Malaysia. The data collection will be analyzed by using the descriptive analysis and using the SPSS software. This study required around four hundred respondents to participate. The result from this research manage to help the hotel industry in form an effective method to takes the quality employees. It also can be used to the fresh graduate to be more prepared in working with hotel industry sector.

Keywords: hotel industry, workplace environment, job satisfaction, descriptive analysis, and quality employees.

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Abtraks

Industri hotel mengalami tahap persaingan yang tinggi disebabkan oleh kemajuan dalam globalisasi dan teknologi. Wajarnya penting untuk industri hotel mempunyai pekerja yang berprestasi baik untuk memastikan hotel mereka dapat beroperasi pada masa hadapan. Objektif kajian kami adalah menganalisis pengaruh persekitaran tempat kerja dan terhadap j kepuasan kerja dalam kalangan pekerja hotel. Dalam melengkapkan kajian ini, kami akan memberikan empat ratus soal selidik kepada pekerja hotel di Malaysia. Pengumpulan data akandianalisis melalui analisis deskriptif dan menggunakan perisian SPSS. Kajian ini memerlukanempat ratus responden untuk mengambil bahagian. Hasil daripada penyelidikan ini berjaya membantu industri perhotelan dalam membentuk kaedah yang berkesan untuk mengambil pekerja yang berkualiti. Ia juga boleh digunakan kepada graduan baru untuk lebih bersedia dalam bekerja dengan sektor industri perhotelan.

Keywords: industri hotel, persekitaran tempat kerja, kepuasan kerja, analisis deskriptif dan kualiti pekerja.

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STUDY OF WORKPLACE ENVIRONMENT, REWARD AND RECOGNITION ON JOB SATISFACTION AMONG EMPLOYEES' MALAYSIAN HOTEL INDUSTRY

CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

The starting entry point of every study is to have a good introduction to the background of the subject's matter being investigated. This matter is to clarify the importance and the need to undertaking the study. With that, the background of the study touches on the general overview of the Hotel Industry as well as its development is highlighted in the first section of this chapter. The hotel industry related issues as a central focus of this study from the vantage point of Malaysia and the gap of the study is discussed in the problem statement section. This is followed by the identification of research objectives and research question with subsequent of the study. The scope of the study dealing with the boundary of the research is then explained and followed by the operational definitions of the key term which wrap up first chapter.

1.2 BACKGROUND OF STUDY

Generally, the hotel industry's increasing profits day to day. Workplace environment and reward and recognition are linked with the job satisfaction of employee's hotel industry at Malaysia. Additionally, Malaysia likely the popular tourist destinations in the world thanks to the hotel industry. The Ministry of Tourism Malaysia also makes significant contributions to

promoting, marketing, and coordinating all procedures involved with attracting foreign tourists. World Travel Monitor reports that Malaysia is the third most popular tourist destination in Asia (World Travel Monitor, 2018; Din, 2018). This makes the country Asia's third most popular tourist location after Japan and China. Unfortunately, the hotel industry in Malaysia has faced a lot of Human Resources (HR) issues before it even started. These issues include a high turnover rate and lack of motivation in employees. Additionally, there are issues with employee training, workplace environment and quality service provided by employees.

These issues led to stating that "there is a need for improvements' in the industry (Haldorai etal.2019). The hotel industry of Malaysia experiences labor shortages every year (Downe et al. 2012). This is because they can only keep employees for a short time in any given year which is 2015, 2016, 2017, 2012 and 2013 were all years with insufficient staff. According to the Malaysian Employers Federation (2011), the hotel industry's turnover rate is 65.7%. As a result, this study is helpful both practically and theoretically.

After that, according to Amin et al. (2013) the rates of turnover among hotel employees have increased in the Southeast Asia. It makes the hotel employer has to manage their revenue well to keep the hotel stand still in the future. Plus, many hotel employees have quit their job due to the unstable appraisal that given by their employers. The culture that always pick the favorite person in hotel industry is unhealthy workplace environments (Judge et al, 2017). It will make the rates of turnover increase year by year when this culture be applied by the employers towards their employees. To ensure the stability in hotel industry working sector the employers must identify the employees' advantages in what skills and put them in the right place and positions to they improve themselves (Alvarez et al, 2015)

1.3 PROBLEM STATEMENT

The hotel industry experiences a high level of competition due to globalization, technological advancement, and a lack of suitable employees. Beh et al. (2017) stated that the industry needs to be creative and provide high-quality services in order to compete with other hotels around the world. Keeping skilled employees is crucial to the industry's continued success, because without them, new sources of competition can be created. Because of this, Pandey et al., (2019), suggested that maintaining employee knowledge and talent is crucial for staying competitive.

This is because virtually every company can replicate intangible sources including knowledge and personnel other than through innovation (Yao et al., 2019).

In today's business environment, the hotel industry is one of the most important service-based organisations, particularly in Malaysia (Abdulaali, 2019). Aside from that, hotel services differ slightly from each other which is why it is so competitive nowadays. In Malaysia, however, the hospitality sector is the third largest contributor to GDP with the hotel business playing a considerable role (Ministry of Tourism Industry, 2018).

This study was done to examine whether the reward and recognition or workplace environment affectjob satisfaction in industrial hotels. Today, the hotel industry is one of the major economic contributors to the country. This is because there are many tourists and travellers from abroadand within the country who try and want to enjoy free time from work congestion by traveling. Therefore, it is important for industrial hotels to have employees who are of calibre in terms of personality and work.

In recent times, there have been job losses in the hotel industry (Nazaraly, 2022). The hotel industry is in high demand for cooks, front desk agents, and receptionists. However, other people have problems as a result of the excess of workers in this industry. To enter or work in the hotel industry nowadays, one must fulfil the prerequisites for the position being applied for. Due to the low number of graduates in hospitality-related subjects like hotel management or gastronomy, the hotel business has trouble hiring workers of the highest calibre. Despite Kuching's reputation for the hospitality sector's rapid expansion, difficulties persist. Kuching is a well-liked tourist destination because of has many distinctive sites. (Umam, 2021). This makes the area dense, and the existing hotels cannot accommodate the visitors who come to Kuching at the end of the year. Organizations face problems in recruiting or finding employees who can work with them for long periods of time.

This is because employees are likely to be involved with various problems caused by various factors. One of the possible factors is a working environment. The working environment is the setting in which a person performs their career. The working environment can refer to both the setting and the conditions in which people carry out their responsibilities andmake a living. Job satisfaction is directly impacted by the working environment. (Labrague et al., 2022) A positive working environment culture fosters long-term relationships with the staff. The working environment has a significant impact on job satisfaction. Therefore, it is important to have a good working environment so that each employee can concentrate on his tasks and provide his best work, which eventually contributes to raising the organization's economic value. Since their employees' satisfaction with their jobs is largely dependent on a high-qualitywork environment, all successful firms lay a specific emphasis on it (Muhammad et al.2022).

The second factors could be does not provide rewards and recognition to workers. People who perform well are given rewards and recognition, either internally or externally. When employees' efforts are fairly and promptly acknowledged and appreciated, there is a presence of recognition and reward in the workplace. This covers fair and consistent financial remuneration, as well as team or employee celebrations, acknowledgment of years of service and/or accomplishments (Darwinbox, 2019). It is important to implement elements of reward and recognition in human resource management because it can increase productivity among workers. In addition, it also creates a more trustworthy employer brand. Employees converse and exchange stories with employees from other businesses. When employees speak favorably of their employer, a company that recognizes and compensates employees will develop a strong brand. The company naturally gains recognition for its top HR practices, which may have an effect on how it engages with external stakeholders. The business that values and compensates its workers will become well-known for its productivity as well as for its effective leadership and personnel management techniques.

1.4 RESEARCH OBJECTIVE

From the foregoing issues, the aim of this study is to empirically investigate the influence of rewards and recognition, workplace environment towards job satisfaction among hotel's employees in Malaysia. The main objectives is supported with the immediate objectives which are:

RO1: To examine the influence of workplace environment on job satisfaction among h o t e 1 's employees

RO2: To examine the influence of reward and recognition on job satisfaction among hotel's employees in Malaysia.

1.5 RESEARCH QUESTION

The following research questions are posed in conjunction with the previous objectives and to support the direction of the current study.

RQ1: What is the relationship between work environment towards job satisfaction among hotel's employees in Malaysia

RQ2: What is the relationship between rewards and recognition towards job satisfaction among hotel employees in Malaysia.

1.6 SIGNIFICANCE OF STUDY

One of the most important aspects of undertaking research is to identify the significance or the possible benefits that the study findings would impact on the relevant researchers and stakeholders. In it impels form, comprehending the influence reward and recognition and workplace environment towards job satisfaction would be beneficial in the theoretical and practical aspects.

16.1 Theoretical Aspects

From the theoretical perspectives, despite the increasing interest in employees' satisfaction in hotel industry, there has been very little looking in satisfaction of hotel's employees in Malaysia context after pandemic of Covid-19. From this study, it is also expected that the originality of thus research will be judged by through the contribution it makes hotel industry in Malaysia. A substantial contribution to the extant body of knowledge will be accomplished by way of testing the hypotheses and confirming whether they are supported or rejected and relating the findings to empirical evidence drawn from the extend literature. With the reference to the theoretical foundation of this present study, which rooted in the theory of satisfaction, it is evident that this theory is manifest able to provide an explanation fro the

findings. With the support of this theory and relevent literature, the originality of this research work will provide further understanding hotel industry. This model is expected to simplify the understanding of employees' satisfaction that would prove useful and pertinent to hotel industry context.

16.2 Practical Aspects

From a practical perspective, conducting research in the business industry is tremendously essential to help business owners that provide food industry service to develop competitive and sustainable marketing strategies. At the same time, this study may attract new potential customers in food industry. This study may be beneficial to business industry and food industry, Specifically, the findings provide the business owners with suggestion that have been obtained from customer who are essential guide in helping business owner forming successful food industry business competitive strategies in order to market food industry. In other words, this study provides an opportunity to better understand the SME business in food industry in business industry.

1.7 DEFINITION OF TERMS

The operational definition for important terminology used in the present study is presented as follow:

1.7.1 Rewards and recognition

Rewards and recognition are workplaces where employee efforts are recognized and appreciated in a fair and timely manner (Darwinbox, 2023).

1.7.2 Workplace Environment

Workplace environment refers to the atmosphere of the workplace, or the atmosphere that permeates an office and in which we all contribute (Rafael San, 2021).

1.7.3 Job satisfaction

Job satisfaction can be defined as the positive emotions that reflect from the experience of someone doing their job (Farah et al.2019).

1.8 SUMMARY

In order to provide an overview of this research, the current chapter provides an introduction to the context of the study, covering topics like the introduction, background of the study, problem statements, research objectives, research question, significance of the study, and definition of key term.



CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

The purpose of this study is to examine the relationship between reward and recognition and workplace environment that affect job satisfaction in hotel industry in Malaysia. As today, the hotel industry is become one of the major economic contributors to the country before and after pandemic was over when economic was at the critical level years ago. Therefore, it is important for companies to build a good organization. To have a good organization, the company must takecare of employee job satisfaction in order to avoid the occurrence of employee turnover by treating the employees exactly as the higher-up want the employee to treat customer well as Stephen R. Covey, author of The Seven Habits of Highly Effective People said.

Rewards and recognition are essential for energizing workers and enhancing output (Vera A, 2015). The efficiency and production of an organization can be significantly increased by a thoroughly thought-out reward scheme. Today's workforce demands sophisticated reward systems, and organizations are gradually realizing that they must concentrate on the whole pay package for employees. Additionally, businesses are creating more intricate recognition programs that emphasize non-cash incentives for workers, such employee of the month. In addition, the importance of ensuring a good work environment is very necessary so that the work satisfaction of the workforce will be better and more productive. This is because increasedjob satisfaction affects employee productivity which enables more output to be produced using the same amount of labor input. But many hotels struggle greatly to maintain output in aconsistent upward trend because they are unable to recognize the value of the workplace (Taheri, 2020).

In the next study this will be studied in depth by examining the literature review regarding job training, work environment and job satisfaction which will be supported by the previous study. Then it will also be told with some hypotheses and explanations as well as a conceptual framework in terms of discussion and ends with a conclusion.

2.1 HOTEL INDUSTRY

The area of the service sector that deals with lodging for guests is known as the hotel business. According to most definitions, the hotel sector includes numerous different types of overnight accommodations in addition to hotels, such as hostels, motels, inns, and guest homes. It typically excludes long-term or permanent accommodations though (Revfine, 2023). Of course, the provision of lodging is the cornerstone of the hospitality sector. Hotels are relied upon by tourists to offer a comfortable and secure place to stay while on the road. All visitors, whether they are travelers on business, families on vacation, or tourist groups, require suitable lodging, and the hotel industry provides just what they need. The majority of hotel rooms are equipped with a bed, bathroom, bed linens and standard amenities like a telephone and TV and are intended for brief visits (T. Alaine, 2023).

The hospitality industry is a large subsection within the service industry and is comprised of four main areas: Food & beverage, travel & tourism, lodging, and recreation (EHL Insights, 2023). The hotel industry is a subdivision of the hospitality industry that specializes in providing customers with accommodation services. There are a variety of hotel types that typically can be categorized by size, function, service, and cost (Statista Research, 2022). There are various styles of management in the hotel industry, each with specific knowledge, skill, and qualification needs. For any business, efficient hospitality and top-notch service are crucial. The customer is always the major emphasis in the hospitality industry because they have the

power to make or break a company. Always put the requirements of your customers first if you want to succeed in the hospitality management industry (Revfine, 2023).

According to the T. Alaine (2023), the economical hotel industry focuses on providing places for travelers to stay. Meeting the needs of the target market, creating the right atmosphere and offering a wide range of services and amenities are the keys to success in this industry (Customer Alliance, 2022). The industry of managing hotels has grown from humble beginnings providing basic lodging necessities to a large, complex and diverse one. The hotel industry, which always strove to meet a changing society's needs and demands, has meanwhile developed into a highly complex branch of the economy (Customer Alliance, 2022). In the past, hotels have also performed a variety of other tasks, including acting as exchanges for goods and services, social hubs, venues for public gatherings and discussions, showcases for décor, administrative centres for politics, resorts, and permanent dwellings (Encylopedia.com, 2019).

2.2 REWARD AND RECOGNITION

People who perform well are given rewards and recognition, either intrinsically or extrinsically (Darwinbox, 2023). Anything from a monetary bonus to a certificate of gratitude can be seen as a reward or acknowledgment. Many businesses use a rewards and recognition program to encourage workers and keep them interested in their profession (Quit Genius, 2023). Implementing an employee incentives and recognition program may seem like a lot of extra work to business owners and managers (Mary Jones, 2019).

Companies utilize incentives and acknowledgments to encourage staff and show them how much they are valued (bdc, 2023). The use of incentives and recognition can help employees feel more motivated and perform better (Quit Genius, 2023). Numerous different types of recognition exist. Regular recognition events like breakfasts or banquets, awards for employees of the month or year, and an annual report or yearbook that highlights staff

accomplishments are all examples of structured programs (Darwinbox, 2023). Employee recognition and rewards have been shown to strengthen teamwork, boost customer satisfaction, improve corporate values, and encourage particular employee actions (Mary Jones, 2019). The most valuable resource for any organization is its staff. Therefore, organizations require efficient programs and methods for rewards and recognition in order to raise employee engagement (Possibleworks, 2023). A reward is typically a material object presented to an employee by their manager or the executive team to recognize a feat they have performed. Anyone at the firm has the ability to provide recognition, which is personal appreciation for excellent work, at any moment (Danielle Cronquist, 2019).

2.3 WORK ENVIRONMENT

When, where, and how we work are just a few of the factors that might have an impact on our daily productivity (Jennifer Herrity, 2023). The organisation should therefore provide a healthy working environment to ensure that the environment is favourable for the employees. This will increase their job satisfaction and raise the quality of their work (Sadick, 2020). Workplaces with "positive" work environments are those where there is trust, cooperation, safety, support for taking risks, accountability, and equity (Worklife Office, 2023). Zig Zigler is credited with the remark, "Positive thinking will let you do everything better than negative thinking will." That may be applied to the workplace: A good working environment will enable you to complete all tasks more effectively! (Geue, P. E., 2018).

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The location, social dynamics, and physical conditions in which you carry out your duties make up your work environment (Jennifer Herrity, 2023). The office atmosphere has a big impact on professionals who work full-time and part-time jobs (Glassdoor Team, 2021). Studies have shown that employees' decisions to stay at their existing jobs are influenced by the work environment (Halim, 2017). According to Asghar et al. (2021), employers should also provide psychosocial support and act as role models while providing advice. In addition to offering direction, research has shown that leadership support can lessen the friction between work and family, emotional exhaustion, and intention to leave by Gholitabar et al, (2020).

2.5 JOB SATISFACTION

Job satisfaction is defined by Haque et al. (2019) as a person's positive emotional reaction to a certain job that arises from the person's positive comparison of actual results with those expected, expected, or merited. According to Locke, a person's subjective assessment of several aspects of his employment is job satisfaction (Gazioglu, 2006). Successful employee performance precedes job well-being, which makes employees feel loyal to the company (Tepayakul, 2018). According to a study by Puhakka, (2021), job satisfaction affects employee retention. In addition, job satisfaction has been shown to be positively correlated with employee.

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retention, and it has been argued that if employees are dissatisfied with their jobs due to factors such as unsafe working conditions, uncooperative co-workers, or a supervisor who makes poor decisions; these factors will lead to their Leaving the tissue (Gholitabar et al., 2020).

According to Alias et al (2018), organisations are unlikely to have disgruntled workers since they won't live up to leaders' expectations or set criteria. They will become unhappy as a result, eventually leave the company, or their supervisors will terminate them. As a result, businesses must pay the extra expense associated with hiring new staff. Organizations must offer a flexible work environment where employees feel that their ideas are valued and that they are a part of the company in order to lower these costs. Self-esteem should be high among employees since it will show in how they approach their work. They may be unable to better themselves if they have low self-esteem.

Additionally, prior studies have demonstrated that leaders' communication has a significant impact on job satisfaction; this is a factor that is closely related to intentions to leave the company (Yang et al. 2020). High levels of communication between leaders and staff members are associated with more satisfied staff members (Kim et al.2020). Relational communication between leaders and employees that involves the sharing of information can significantly affect job satisfaction, organisational commitment, and burnout, according to prior research (Yang et al., 2020). Employees generally exhibit better outcomes at work when they have positive interactions with their managers.

2.6 HYPOTHESIS

The hypothesis of the research is made based on the factors of the study such as job training and workplace environment that influencing job satisfaction of employees' hotel industry in Malaysia. Based on the study, the hypothesis had been created. Figure 2 presents the conceptual framework of the study, along with the hypothesized relationships.

H1: Workplace environment is positively related with job satisfaction of hotel employees in Malaysia.

H2: Reward and recognition is positively related with job satisfaction of hotel employees inMalaysia.

2.7 CONSEPTUAL FRAMEWORK

It contains an illustration of expected relationship between the study variables. It also explains the relevant objectives for the research process and the design on how to create coherent conclusions for the study. The explanation of this part will make a clear view for people to know the variable that influencing the research. Moreover, it will form a way for the researcher to find the right population as their respondents.

In completing this study, we believe that survey questions are the best option that need to be used. According to Check et al, (2012) research survey can be defined as the collection of information from the sample of individuals through their response to the question that prepared by researcher. This type of research question requires the variety of method to collecting participants, gain data and develop the various methods of instrumentation.

By using the survey questions in solve the study, we manage to colleting the data and form it into the statical data for analyses it. This method will help us to get more accurate data to get a clear version for the conclusion. Next, this survey requires many participants to be the respondents of it. All the respondents need to have work experience in the hotel industry. By having them as the respondents, it will make the study process smooth and highpotential to get the accurate conclusion to solve the study.

Plus, the data from the survey by collecting it from the respondents will be analyzing using the descriptive analysis due to the pattern of this research is the quantitative method. By using the Statistical Package for Social Science (SPSS) the data that has been collected will be

continue by makes the reliability analysis to classify the data percentage and categorized it to the five types of scale which poor, moderate, good, very good and excellent these five scales got the minimize reading according to the reliability table.

Next, the following step is by taking the data and analysis it with the Pearson correlation analysis. The purpose of this analysis is to manage the answer given by respondent with the variables that has been list in the hypothesis part. To ensure the research has got the findings at the end part of report whether it has potential to agree with the hypothesis or unable to link between the research and the hypothesis given.

Research Framework

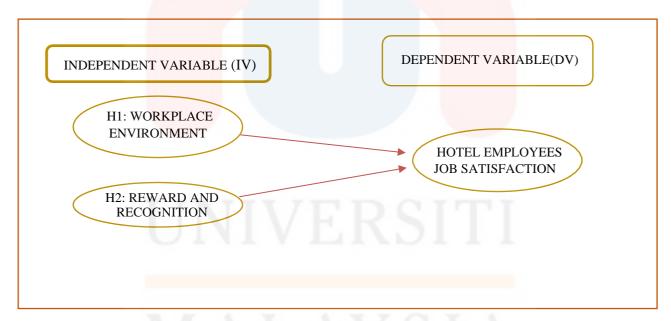


Diagram 2.7 of Conceptual Framework

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Based on the diagram there are two variables that are involved in this study which is the independents variable and the dependents variable. Experts defined the independents variables as the variable that impacts the whole research. It also cannot be affected by the othervariables. In this this research the independents variable is job satisfaction. According to Judgeet al. (2020) Job satisfaction is an orientation of emotions that employees possess towards role, they are performing at the workplace. Job Satisfaction is the essential component for employee motivation and encouragement towards better performance in the workplace. This variable can affect the dependence variables. Without having good job satisfaction, any employee will have the low motivation to done work. They are also unable to improve their work to be morequality in serving the customers.

After that, in the hotel industries job satisfaction is the main aspect that can be helping to avoid the turnover among the employees. Basically, hotel industry will make took care the hotel manager that show the great performance in their work. This action will maximize the job satisfaction to the manager. In other perspective, hotel industry always minimizes their care towards the employee or hotel staff. Therefore, the turnover rates among hotel staff will always increase due to unstable job satisfaction that gave by the hotel management (Jeetesh, 2015).

According to the expert dependent variable is the variable that changes as a result of the independent variable manipulation. This type of variable needs to depend on the independent's variable. Based on the diagram the dependent variable can be conclude as two which are the job training and the workplace environments (Bhandari, 2022). The context and the work are used to describe the workplace. Work includes every aspect of a job, including the tasks required, preparation for the tasks, control over one's own actions related to the job,

enjoyment from the work, variation in the duties, and the intrinsic value of a task. The inherent component of job happiness has been covered in a number of research publications. It has been discovered that a good work environment and internal job satisfaction go hand in hand.

Next, defining job satisfaction, most researchers think about affect, as evidenced by measures of life satisfaction; yet instruments used to measure job satisfaction typically focus more on the cognitive than the emotional. Some have recommended whole new measures of job satisfaction as a result of this bias, concluding that the absence of the emotive component.

significantly affects the validity of the current measures (Brief et al. 2002). In our discussion of measurement-related concerns, we go into further detail on this subject.

These three variables have connected with each part this will make the result of study depending to our respondents. Choosing the suitable question in a survey also plays a core part in this research. By having the suitable question, it will lead our study to archive the objective of the research. The connections that show during the study process will give the impact and understanding to the people that involve in the hotel industry.

2.8 SUMMARY

Based on this chapter we can conclude that there is many research or case study that has been done by many parties about the job satisfaction, reward and recognition and the workplace environment. All of these have a link with each other, and the main subject is the job satisfaction. Next, by gothrough in this chapter we manage to know the perfect framework that need to be used to solvethe research. It also explains the variable and the effect of the variable to the population or people in our research. Next, in this chapter we are able to identify the problem statement that linked to this research. It will make the research became more valid to be as reference later. The right problem statements will lead us to choose the right population and the types of questionnaires that suit to this research.

CHAPTER THREE

METHODOLOGHY

3.1 INTRODUCTION

This chapter is about research methodology. This chapter defines the research method used to complete. The research methodology is used to carry out this study, target population, sample size, sampling method, data collection, research instrument, data analysis, and ended by the summary of this chapter. Research is an intellectual activity, and such as the term mustbe used in an industrial sense (Kothari, 2014). In short, this clarified technique was adopted bythis research. This chapter will show the entire mechanism involved in the study session. In this study, quantitative research has been used. Quantitative data is organized and statistical, and its findings are reliable and conclusive. It employs a grounded theory approach that depends on data collecting and methodical analysis. In order to draw broad conclusions from research and make predictions about the future, quantitative research is a methodology that might be helpful. Besides, it also describes how the questionnaire is being conducted and howit can be applied to this study using the quantitative method. The major parts of research methodology are research method, method of data collection, sampling plan and fieldwork (Kumar et al., 2013).

3.2 RESEARCH DESIGN

An overarching strategy approach for employing empirical data to address research

questions is known as research design. Using the appropriate type of analysis for our data andmatching our methods to research objectives can all be achieved through a well thought out study design (Bhandari, 2022). It outlines various aspects of the study to be conducted, including its subtype, research question, assumptions, and variables (related and independent). The type of information the researcher wants to reveal will determine the design of the study. Therefore, the research design employed in quantitative research and qualitative research is different. Nevertheless, there are numerous ways to categorize study designs. A set of circumstances is referred to as a study design. The study employed a variety of designs, each with unique benefits and drawbacks. The method chosen will rely on the goal of the investigation and the characteristics of the phenomena (Thpanorama, 2023).

There are two types of research methods which are qualitative and quantitative. Qualitative research designs are frequently more adaptable and inductive, enabling us to changeour strategy in response to what we learn from the research (Bhandari, 2022). To investigate human behaviours, academics employ qualitative research, which is essentially survey or research. To thoroughly investigate a topic and create a theory or hypothesis, qualitative methods are applied. Due to the fact that it uses observations and descriptions rather than just numbers, this approach is seen as subjective (Thpanorama, 2023).

Variables and assumptions are usually well-defined before data collection in quantitative research designs, which are typically more fixed and deductive (Bhandari, 2022).Quantitative research is the process of gathering and interpreting numerical data. It can be used to identify trends and averages, formulate hypotheses, check for causality,

and extrapolate findings to larger populations. The gathering and analysis of non-numerical data is a key component of qualitative research, which is the complete opposite of quantitative research. Tostandardize data gathering and summarize study findings, quantitative research is frequently utilized. Replicability, direct comparison of data, large sample sizes, and hypothesis testing arebenefits of this strategy (Bhandari, 2022).

In this study, researchers will use quantitative methods to obtain raw data, as the mainpurpose of the study is to examine the effect of reward and recognition and work environment on job satisfaction of hotel employees in Malaysia. By using this method, the researchers can exploremore and find out the impact of these factors on the job satisfaction of Malaysian hotel employees in the working environment. Among other things, the method will describe how jobtraining can improve job satisfaction among hotel workers in Malaysia.

3.3 POPULATION

Next, using this sampling method will make our research more validity and acceptable to the people out there who will need this information. The systematic sampling that we will use will be done by us listing all the hotels that are able to allocate in Malaysia, especially in a few states in Malaysia like Perak, Kelantan, and Penang. Then, from the list, wewill pick the number that's multiple of six. For example, we will take hotel numbers six, twelve, twenty-four, and thirty as the hotel that we will pick their employee as the respondents. Iwill help us focus on the small number of our locations in Malaysia to pick therespondents.

After that, based on the small number of hotels we will collect twenty-five

employees in that hotel as our respondents. They at least must have experience in working in the hotel industry. The reason we target thirty employees for each hotel is that we want pure results in our data collection. To achieve that, we will ask the hotel employees to fill out the questionnaire when they have free time at the hotel or during their break hours. Based on the table by. Krejcie et al (1970), our population is more than one million, which will make our minimum pondent's number to be archived in the questionnaire three hundred and eighty-four respondents.

3.4 SAMPLE SIZE

Determining the sample size is unquestionably an important step to take into account because it has a big impact. It is difficult to achieve the right sample, and several factors must be taken into account before a number can be regarded as the proper sample size (Hair, Black, Babin, & Anderson, 2014). The sample size is crucial for establishing an association or testing a hypothesis since, according to Kumar (1996), a large sample size for a quantitative survey result in more reliable findings.

A sample size of 384 was suggested by Krejcie and Morgan (1970) for a population ranging from 75,000 to 1,000,000,000. According to Roscoe (1975), less than 500 samples are appropriate for the majority of studies, whereas sample sizes greater than 30 are good for the majority of inquiries. According to Tabachnik and Fidell (2007), rather than a sample of fewer than 50 instances, the accuracy (alpha-value coefficient) or validity (factor analytics) of measurement should consist of at least 300 examples or more. For descriptive study, Gay and Diehl (1992) suggested using a sample size of 10% of the population. They specifically recommended that the minimum number of observations be at least five times that of the variables being evaluated, with a ratio of 10 to one being more appropriate (Nunnally, 1978).

Salkind (2012) asserted that it is essentially impossible to collect information from, test, or examine every element in the population, particularly when the research involves hundreds or even thousands of elements. The general consensus is that studying a sample rather than the entire population may produce more reliable results if the chosen respondents can offer significant insightful or informative data on the issue under inquiry (Sekaran & Bougie, 2010). According to Comrey & Lee (1992; Tabachnick & Fidell (2013), the study's overall replies are assessed as comfortable in at least 300 cases, very good in 500 cases, and exceptional in 1000 cases. In light of this, and following rigorous analysis, it was suggested that a total of 300 respondents be targeted from the chosen hotel in Penang, Kelantan, Pahang, and Selangor. This is because the researcher demanded that hotels with a star rating of three or higher provide certain worker perks.

3.5 SAMPLING METHOD

The population targeted for this study were hotel employees of tourist standard hotels in Malaysia, which four state are involve in this study. Which is Perak, Kelantan, Penang, and Pahang. The systematic sampling is used by researchers to determine the state for this study.

3.6 DATA COLLECTION PROCEDURE

Data Collection is where the collection process is done by gathering, measuring, and analysingdata from various sources to find answers and information from the target population to solve the research problems and studies (Muhammad et al.2022). There are two types of data collection methods, and they are primary and secondary. Primary data collection methods are the data that are freshly collected from the questionnaire or survey and in fact it is more relevant and there are 7 ways while secondary data collection are the

data that had been collected and analyses by other parties.

3.7 REASERCH INSTRUMENT

Research instrument is term used in research project which refer to research tools and ways how to do the research and obtain the information to convert as data. In this research, we will be using a quantitative method and survey way where the questionnaire will be constructed and distributed to the hotel employees. The survey method is the great way to obtain the data because it wider, and the target population will be easier to obtain and more powerful. The questionnaire will be given in person to tell where we will go and ask permission from a randomly picked hotel company to be involved in our research project. By going and spreading the questionnaire inperson it is great because it prevents the respondent to give false respond. The questionnaire that we will build is going to be in scale measurement style because it is easier to respondentto pick the answer, fast and high value.

Then, the questionnaire will be in dual language which is Malay and English according to races and culture that we had in Malaysia. The questionnaire also will be divided into three section which are section A section B. Section A are going to be the question about personalinformation and for Section B will be divided into three part which is part one are going to askabout the influence of job training in job satisfaction while part two will be the question to askthe hotel employees about does workplace environment is influence in job satisfaction and the job satisfaction on the hotel employee as the respondent.

After that, the questionnaire will be given to the hotel employee in Malaysia. We will pick the hotel using the systematic random sampling and it also same to the employee in hotelthat we pick to be our respondents to the questionnaire. We will guide

them in filling the questionnaire for them answer it properly and able to get the zero of broken survey which the researcher unable to collect the data using the broken questionnaire form.

Table 3.7: Table of dimensions, item, and sources of the questionnaire for the patient.

Dimension	Items	Sources
a) Demographic	10 items	Researcher
b) Expectation	1	
i) Structure	7 items	Ameh et al. (2017)
ii) Process	8 items	Ameh et al. (2017)
iii) Outcomes	3 items	Chang and Chang (2013_
c) Preceived Performance	4 items	Lin et al. (2009)
d) Confirmation	4 items	Lin et al. (2009)

Next the answer for the questions will be in Likert scale which is scale one to scale five and scale one to scale seven. Here are the answersand the things that will be asked.

ZZ	T A	TAT		TA.T
1	2	3	4	5
		~ ~ `		A 1

Strongly	Disagree	Neutral	Agree	Strongly
Disagree				Agree

Strongly Disagree	Disagree	Slightly Disagree	Neutral	Slightly Agree	Agree	Strongly Agree
1	2	3	4	5	6	7

Table 3.7 The Likert Scale

Table of section A the demographics

Section	Factor	About	Question
A		1.Gender	Male ()
			Female ()
		2. Age	18-21 years ()
			22-25 years ()
			26-29 years ()
			30 and above ()
		3.Status	Single / Bujang ()
			Married /
T T		ED	Berkahwin ()
U,		EK	Divorced /
9230 8			Bercerai ()
			Other / () Lain-lain
Mumtazs	Personal information	AY	SIA
et al. (2018)		4.	Master /
(2010)		Educational	Phd ()
K		level /	Degree /
		Tahap	<i>Ijazah</i> () Diploma /
		Pendidikan	Diploma ()

		Other / <i>Lain-lain</i>	()
		RM 1,000 and	
		Above RM2,000	()
	5. Income per month	and above RM 3,000 and	()
		Above	()
	1. Hotel Name		
Washalaa	2. Working experiences		
Workplace information	period.		
	3. Positions		

Table 3.7 The Section A of Questionnaire

Table of variable (Section B)

Ref	Workplace Environment variables	1	2	3	4	5
Hafee et al (2019)	Ask the five types of question that links to the workplace environments in this part	I		Γ	Ι	

Ref	Reward and Recognition variables	1	2	3	4	5
TAI	ALAID					
Cwibi.M	Ask sight question shout revend					
(2023)	Ask eight question about reward and recognition.		==			
(2023)	and recognition.	Α			Т	
1/	LLANI		k.,		ч	

Table 3.7 The Section B of Questionnaires

Table of variable (Section C)

Ref	Job Satisfaction variables	1	2	3	4	5	6	7
R. Ibrahim et al (2014)	Ask seven question about job satisfactions among hotel employees.							

Table 3.7 The Section C of Questionnaires

3.8 DATA ANALYSIS

The most important aspect of research is data analysis. Data analysis is the process of organizing, changing, inspecting, and transforming data. It comprises applying advanced analytical techniques to data in order to uncover patterns, correlations, and trends. Analyzing data analysis is a method or attempt to transform data into different information in order to make the data's features more understandable and effective for addressing problems, particularly those that necessitate research. Data processing is the process of transforming information about research findings into new evidence that can be utilised to draw conclusions. In general, data analysis seeks to make data more understandable so that conclusions can be reached. There are several ways and strategies for carrying out an analysis (Calzon, 2021).

Method of data analysis can be used to examine connections and linkages within data sets, uncover patterns and correlations, analyze, and manipulate data. On this analytical data, this would provide test results as well as interviewee responses to the performed survey instrument. The survey questions were examined using the SPSS system, which stands for Statistical Package for Social Science. Thus, descriptive statistical analysis was used to examine the data to provide data about the respondent's

demographics. This includes information such as how frequently respondents typically answer a question, their average response, and the percentage of respondents who respond. Inferential statistical analysis is performed to determine if variables are related or not related. Pearson Correlation determines the strength of a relationship between two variables by calculating the correlation coefficient, which is a statistical measure of correlation. According to Piaw (2006) states that Pearson Correlation is commonly used to determine the strength of relationships between independent and dependent variables.

Next, the data will be analysed by descriptive analysis. By using this the data able to be separated to the criteria in the research. This analysis will involve the number in data collection and form it into the percentage and it will be used to define the whether the variables is affecting the dependent variable. Plus, in this research the reliability test will be done into the data collection that has been gained by the questionnaire to the respondents. Reliability analysis will be following by the Cronbach's alpha coefficient size (Hair et al.2013). It will be categorized with the five stages to determine the strength of association to the data collection.

Alpha Coefficient Range	Strength of Association
< 0.6	Poor
0.6<0.7	Moderate
0.7<0.8	Good
0.8<0.9	Very good
>0.9	Excellent

^{*} If alpha>0.95 items should be inspected to ensure they measure different aspects of the concepts.

Table 3.8 The Scale of Reliability Analysis

Then, after categorizing the data we will continue it with the Pearson Correlation

analysis to ensure the statical data that we gained is attach with the dependent variable. The Pearson Correlation coefficient is used to look at how the variables in this study are related toone another. The coefficient can take on any value between -1 and +1, where +1 signifies a perfect positive correlation and -1 denotes a perfect negative correlation (Turney, 2009). the requirements for using Pearson Correlation Analysis.

Coefficient Range	Strength Of Association
Coefficient Range	Strength of Association
-1	Perfect negative
-0.7	Strong negative
-0.3	Weak negative
0	Perfect independence
0.3	Weak positive
0.7	Strong positive
1	Perfect positive

Table 3.8 The Class of Pearson Coefficient Category

Plus, the following table displays the general formula for calculating Pearson's coefficient value. A result number in the range of -1 and 1 will be calculated and shown. A score of 1 indicates a perfect positive correlation between two variables, whereas a value of -1 indicates a perfect negative correlation. Additionally, a value of 0 indicates that there is no linear relationship between the two variables.

Coefficient range	Strength of Association
± 0.91 to ±1.00	Very strong
±0.71 to ±0.90	High
±0.41 to ±0.70	Moderate
±0.20 to ±0.40	Small but definite relationship
±0.01 to ±0.20	Slight, almost negligible

Table 3.8 The Class of Pearson Coefficient Value

3.9 SUMMARY

This chapter explains the methodology on this research study. It also explains the further steps to accomplish the conclusion of the research study. Next, it reveals the way researchers approach respondents by using the systematic sampling method. Plus, it explains the types of data that need to be collected by the researcher. The data that has been gaining will be analyse by the descriptive analysis. This study also uses the quantitative method to gain the data from the respondent. Next, it elaborates the steps on using the SPSS in analyse the data.

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CHAPTER FOUR

DATA ANALYSIS

4.1 INTRODUCTION

In this chapter, we'll go into greater detail about how to locate and analyse data gathered using quantitative techniques with dispersed questionnaires. The data in this study were analysed using SPSS version 25, a statistical software package for the social sciences. compiled from 400 survey responses. Descriptive analysis, reliability analysis, and Pearson correlation analysis were the three techniques utilised to analyse the information gathered about the work environment, rewards and recognition, and job satisfaction among hotel employees.

4.2 DESCRIPTIVE ANALYSIS (DEMOGRAPHIC PROFILE)

Perform a descriptive analysis on the information in Section A, and compile background data on respondents' gender, age, identity, level of education, and monthly income.

Table format is used to display the respondents' demographic information.

NO.	BACKGROUND CHARATERISTIC	VEI	FREQUENCY	PERCENTAGE (%)
1	Candan	Male	164	41.0
1	1 Gender	Female	236	59.0
		20 - 30 years old	130	32.5
2	Age	30 - 40 years old	184	46.0
	NL.	40 years old and above	86	21.5
3	Marital	Single	137	34.3

		Married	234	58.5
		Divorced	23	5.8
		Others	6	1.5
		SPM	110	27.5
		Diploma	148	37.0
4	4 Education Level	Degree	89	22.3
4		Master	18	4.5
		Phd	7	1.8
		Other	28	7.0
		RM 1000 and above	240	60.0
5	5 Income	RM 2000 and above	123	30.8
		RM 3000 and above	37	9.3

Table 4.1: Analysis Respondent Background Information

Table 4.1 above shows the analysis of respondents' background information, gender, age, identity, level of education, and monthly income.

Analysed by gender of the respondents, there were a total of 400 respondents in this survey. Of the 400 respondents, 59.0% female respondents are higher than male 49.0%. The total number of male respondents was 164 people equal to 41.0% and the total number of female respondents was 236 people equal to 59.0%. Respondents were divided into three age groups by age distribution. The largest number of respondents came from one of the younger age groups at 30 years old to 40 years old, with 184 people equal to 46.0%. The second highest group was the youngest group at 20 years old to 30 years old, with 32.5% or 130 respondents. Meanwhile, respondents from 40 years old and above in ranked third at 21.5%, or 86 respondents.

Then, the marital distribution of the respondents is then shown, the largest marital distribution participating in this study is married status at 58.5% of 400 respondents. Also, around 34.3% of the total number of respondents is single status, which is 137 people equal to 34.3% of the total number of respondents. The others status of marital is the smallest percentage in this data which is only 6 people are stated on it equal to 1.5% from the total respondents. While divorce status marital got the third rank in the data at 5.8% equal to 23 people from total number of respondents.

Based on the results of the study, people came from diploma eligibility are equivalent to 37.0% equal to 148 respondents. While respondents whose Education Level is SPM level are as many as 110 people equal to 27.5%. Furthermore, the Degree level has a total of 89 people equivalent to 22.3%. Next, respondents whose Education Level is Master's level are as many as 18 people equal to 4.5%. The rest are respondents at the PhD level which is 7 people equivalent to 1.8% and other levels 28 people equivalent to 7.0%.

Analysis of respondents based on monthly income showed that 240 respondents or 60.0% had a monthly income of RM 1000 and above. Meanwhile, the total number of respondents whose monthly income is between RM 2000 and above is 123 people or 30.8%. Next, respondents with a monthly income of RM 3000 and above 37 respondents or 9.3%. According to the analysis, it shows that the proportion of respondents with a monthly income of 1000 and above is the highest.

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4.3 RESULTS OF PRE-TEST (PILOT TEST)

No	Expertise	Gender	Organization	Position
1	A	Female	Holiday Villa, Cheranting, Pahang	Hotel Assistant Manager
2	В	Male	Hotel Perdana Taiping, Perak	Lobby manager
3	С	Male	Hotel Perdana Kota Bahru, Kelantan	H.R Assistant
4	D	Female	Grand D.Makmur Hotel Kuantan,	Front Office Lead
			Pahang	

Table 4.2: Result of Pre-Test (Pilot Test) for the Independent Variables (IV) and Dependent Variables (DV)

Pretesting is one of the crucial things in the research. Pretesting is a method of checking that questions work as intended and are understood by those individuals who are likely to respond to them (Hilton, 2017). It is an extremely useful tool which allows the researcher to identify potential problems with the survey items or data collection protocols. Prior to running the actual survey since it is conducted in a one-to-one session with the respondent. According to Ikart et al. (2019), the purpose of pre- testing the questionnaire is to determine:

- a. The wording of the questions is correct to convey the same meaning to all respondents.
- b. Whether the questions have been placed in the match sequence.
- c. Whether the questions are clearly understood by the respondents.
- d. Whether the survey needs to add or delete any questions that are unsuitable for solving this study.
- e. Whether the description and instruction are clearly understood by respondents.

Pre-test was conducted at Perak, Pahang and Kota Bahru. The instruments were thoroughly discussed with four person that were worth being respondent in this research. The purpose of the pre-test is to ensure the clarity of the statements and the comprehension of the construct

measurements for the real respondents before the real data is collected. The questions are easily understood. A detail report of the Pre-test can be found in Appendix II

4.4 RESULTS OF DESCRIPTIVE ANALYSIS

According to the results of reliability test these variables got the strongest for Cronbach Alpha coefficients which is the first variable (Hotel Employees Job Satisfaction) got 0.917 for the result. The highest variable is the Reward and Recognition that stated at 0.919 while the third variable which are the workplace environment is listed at 0.886 and it was a lower than these two variables. It also shows that the dependent variable the excellent for strength of association. For conclude, having the Cronbach Alpha analysis able to prove the acceptable of our survey towards the respondent which is the hotel employees.

Quantitative descriptive method approach has described how workplace environment and reward and recognition can improve job satisfaction among hotel workers in Malaysia. The descriptive analysis in this part includes dependent variables (hotel employees job satisfaction) as well as independent variables (workplace environment, reward, and recognition). SPSS software was used to analyse the data that were gathered via an online survey that was circulated. A 5-point Likert scale is used to evaluate Section B (independent variables) of the questionnaire: 1 = strongly disagree, 2 = disagree, 3 = slightly agree, 4 = agree, and 5 = strongly agree. Additionally, the questionnaire's Section C (dependent variable) is evaluated using a 7-point Likert scale, where 1 = strongly disagree, 2 = disagree, 3 = slightly disagree, 4 = NATURAL 5 = slightly agree, 6 = agree and 7 = strongly agree. The findings of the analysis are depicted in the table below.

4.4.1 Descriptive Analysis for Workplace Environment

NO	ITEM DESCRIPTION	N	MEAN	STANDARD DEVIATION
WE 1	Hotel with clear vision, mission, organization structure, and policies	400	3.84	0.961
WE 2	Have right tools or equipment for the job	400	3.94	1.077
WE 3	Better occupational health and safety at work	400	3.49	1.210
WE 4	Good location of workplace	400	3.80	0.875
WE 5	Good co-workers and managers	400	3.77	1.157

Table 4.3: Descriptive Analysis for Workplace Environment

Table 4. shows the descriptive statistic for our first independent variable which is the work environment. In the descriptive statistic they analyzed to get the Cronbach's Alpha for the IV and mean value and standard deviation for each item questions. There were five (5) item questions that related to the work environment in the hotel industry. For the work environment, the Cronbach's Alpha was 0.886 which is very good. Based on the descriptive analysis that we have done; the highest average mean was WE2 as much as 3.94 and 1.077 for the standard deviation. It tells us that the hotel employees agree that their hotel provides the right tools and equipment for the job. Next, the second highest mean recorded was WE1 as much as 3.84 and for the standard deviation was 0.961. That mean the hotel employees agree that their hotel have a clear vision, mission and organization. Followed by WE4 that recorded the mean as much as 3.80 and 0.875 for the standard deviation. Thus, is WE5 that the mean was as much as 3.77 and 1.157 for the standard deviation. Lastly, the lowest mean for the first independent variable in our research was WE3 which the mean recorded was as much as 3.49 and 1.210 for the standard deviation. This number tells us that the hotel employees did not get a better occupational health and safety at work. We can conclude that many hotels need to create a better work environment

to their employees especially in terms of health. Employers need to understand, that health is important from a physical as well as mental perspective.

4.4.2 Descriptive Analysis for Reward and Recognition

NO	ITEM DESCRIPTION	N	MEAN	STANDARD DEVIATION
RR 1	Receive thanks and appreciation for job well done	400	2.87	1.397
RR 2	Freedom of creativity and judgement at work	400	3.26	1.068
RR 3	Receive service charge, bonuses, tips, and cash prize for job well done		3.70	1.189
RR 4	Good system of promotion		3.17	1.342
RR 5	Understanding of personal problems by management and help solving it		2.91	1.069
RR 6	Job matched with skills and knowledge		3.40	1.001
RR 7	Receive respect and value by the management		3.31	1.158
RR 8	Offer trust and ownership at work	400	3.04	1.295

Table 4.3: Descriptive Analysis for Reward and Recognition.

According to the Table 4.3 Analysis of Reward Recognition the highest mean among eight types of items is the RR3 at 3.70. The RR3 talks about the receive service charge, bonuses, tips, and cash prize for the good work. Next, the second highest mean for item in reward recognition analysis is the RR6 at 3.40 and the third highest followed by RR7 at 3.31. These two items are pinned about the job matched with skills learning and for the item RR7 is feel valued by management. Then, the item for RR2 is bigger than RR4 that stated the mean at 3.26 compared to 3.17. This proves that the employee feels the hotel management gives them more freedom at the workplace than improve the good system in promotion. After that, the item RR8

is rated at the sixth places with the 3.04 mean and its talk about the offering the trust and ownership at work. Moreover, the items RR1 is placed at the last and it follows the item RR5. Both of these items stated the mean at 2.87 and 2.91. RR1 talk about appreciation towards employee while RR5 talk about the management care about employee personal problems. From this data we manage to conclude that many hotel employees do not get enough appreciation from their employer.

4.4.3 Descriptive Analysis for Hotel Employees Job Satisfaction

NO	ITEM DESCRIPTION	N	MEAN	STANDARD DEVIATION
HEJS 1	The hotel is able to listen to your problem with work	400	4.12	1.776
HEJS 2	The hotel briefing you completely about your task	400	4.94	1.773
HEJS 3	You have chances to talk about future opportunities in your hotel	400	4.17	1.662
HEJS 4	The hotel gives an additional benefit to their employee in healthcare.	400	4.74	1.820
HEJS 5	The hotel put you in a suitable place for you to do the work	400	4.90	1.592
HEJS 6	The decision issued by the hotel toward employees will refer to the employees' opinion first	400	4.89	1.723
HEJS 7	Overall, you are satisfied with the hotel where you work	400	4.95	1.963

Table 4.3: Descriptive Analysis for Hotel Employees Job Satisfaction

Table explain the descriptive statistic for our dependent variable which is hotel employees job satisfaction. In the descriptive statistic, there analysed to get the Cronbach's Alpha for the DV and mean value and standard deviation for each item questions. There were

seven (7) item questions that related to hotel employees job satisfaction in hotel industry. For the hotel employees job satisfaction, the Cronbach's Alpha was 0.917 which is very good. Based on the descriptive analysis that we have done; the highest average mean was HEJS7 as much as 4.95 and 1.963 for the standard deviation. That means it telling us that the hotel employees are agree and satisfied with the hotel where they work. Next is, the second highest mean recorded was HEJS2 as much as 4.94 and for the standard deviation was 1.773.

Moreover, HEJS5 recorded the third highest mean as much as 4.90 and 1.592 for the standard deviation followed by HEJS6 that recorded the mean as much as 4.89 and 1.723 standard deviation. Furthermore is, HEJS4 which that the mean as much as 4.74 and 1.820 for the standard deviation. Last but not least, the lowest mean for dependent variable in our research was HEJS3 as much as 4.17 and 1.662 for the standard deviation. That means it tells us that hotel employees did not really get chances to talk about future opportunities in hotel.

Thus, the second lowest mean recorded was HEJS1 as much as 4.21 and 1.776 for standard deviation. So here, as we know that hotels always aim at customer satisfaction, but employee satisfaction in the hotel industry comes down day by day. Hotel employees' job satisfaction is very important to their performance as in determining productivity within a company. It is the state of well-being and happiness of a person concerning performance in the workspace and its environment beside employee job satisfaction is essential for organizations to stimulate positive energy, creativity, and increased motivation to succeed.

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4.5 PEARSON CORRELATION COEFFICIENT ANALYSIS

	Hotel Employees Job Satisfaction	Reward and recognition	Workplace Environment
Hotel Employees Job Satisfaction	1		
Reward and recognition	0.917	1	
Workplace Environment	0.886	0.919	1

Table 4.6: Pearson's Correlation Analysis

Table 4.6 Pearson's Correlation Analysis used by us in testing the relationship between hypothesis on a significant relationship such a social impact and psychological impact with job anxiety. The result explains that the hypothesis stated was accepted at 0.01 significant level. All of these variables got the high value of coefficient at 1.

4.6 DISCUSSION BASED ON RESEARCH OBJECTIVES

4.6.1: Hypothesis Testing

	Hypothesis	Pearson's Corre	elation Result
H1	Workplace environment is positively related with job satisfaction of hotelemployees in Malaysia.	r = 0.883 P- value < 0.01	Verified and accepted
H2	Reward and recognition are positively related with job satisfaction of hotel employees in Malaysia.	r = 0.920 P – value < 0.01	Verified and accepted

Table 4.7: Summary for Hypothesis Testing

Based on the hypothesis testing table we managed to find the second hypothesis is stronger than the first hypothesis. It also validated that reward and recognition are positively related with job satisfaction of hotel employees in Malaysia. It rates higher than Workplace environment at r = 0.920 this is because most of hotel employees that join in this research are

among diploma graduates. They already have the strong thoughts with reward and recognition that will give by hotel management. It is because in their diploma institution they has been give the good imagination towards how the managements reward their employees. Next, workplace environment variables also show the high coefficient rates at 0.883 and it's also proved that this variable has a strong relationship toward the job satisfaction of hotel employees.

4.7 SUMMARY

In conclusion, this chapter discussed the data analysis used by researchers to analyze the data collected using SPSS format. The data collected the reliability analysis, descriptive analysis, normality, univariate analysis, and Pearson correlation analysis. There are respondents chosen as pilot test reliability analysis and there are 400 respondents analyzed by survey form and converted into data to get the result by interpreting the prediction in hypothesis analysis. The researchers study results for discussion and conclusion of this research are discussed in the next chapter.

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CHAPTER FIVE

CONCLUSION

5.1 Introduction

This chapter will explain the importance of our research. On how this research manage to help hotel management in Malaysia to reduce the turnover rates among their employees. It also contains the recapitulation of the research findings. Next, this chapter is filled with the limitations to the researcher in finish the study. Plus, the recommendations and the conclusions towards the research study.

5.2 RECAPITULATION OF THE FINDINGS

This study was conducted to see examine the influence of workplace environment, reward and recognition towards job satisfaction among hotel's employees in Malaysia. This study is focused more on there is a relationship between workplace environment, reward and recognition influence job satisfaction among hotel's employees in Malaysia. The discussion of recapitulation from the findings that we have done in previous chapter (Chapter 4) which based on research objective, research questions and hypothesis for this study. Thus, we have selected and targeted 400 respondents from the chosen hotel which is in Penang, Kelantan, Pahang and Selangor as part of the sample for our research study. These data analytics include the reliability analysis, descriptive analysis and Pearson correlation analysis. The relationship between the dependent variable and the independent variables was described in this analysis using the Pearson correlation in terms of the strength of the relationships.

5.2.1 Relationship Between Workplace Environment on Job Satisfaction Among Hotel's Employees in Malaysia

Research question 1 of this study identify examine the influence of workplace environment towards job satisfaction among hotel's employees in Malaysia. This is also to resolve the first hypothesis and objective. The research objective, questions and hypothesis are shown in Table 5.1.

Table 5.1: Research Objective 1 and Research Question 1

No	Research Objective (RO)	Research Question (RQ)
1	To examine the influence of	What is the relationship
	workplace environment on job	between work environment
	satisfaction among h o t e 1 's	towards job satisfaction
	employees in Malaysia.	among hotel's employees in
		Malaysia?
]	 H1: There is a significant relations	 hip between workplace
envi	ronment with job satisfaction of ho	otel employees in Malaysia.
	HNIVE:	RSITI

The results of hypothesis H1 were reviewed in Chapter 4 to answer RQ1. H1 indicated that there is a relationship between workplace environment with job satisfaction of hotel employees in Malaysia. Based on the study conducted, the outcome showed that workplace environment is also at a high level of strength of relationship (r=0.883, p-value<0.01). It also implied workplace environment with job satisfaction of hotel employees in Malaysia have such a positively related relationship with each other. This is because most of the respondents that are involved in survey is among the diploma graduates which have experience in working at

hotel when they industrial training before they able to graduate.

5.2.2 RELATIONSHIP BETWEEN REWARD AND RECOGNITION ON JOB SATISFACTION AMONG HOTEL'S EMPLOYEES IN MALAYSIA

Research question 2 of this study identify examine the influence of reward and recognition towards job satisfaction among hotel's employees in Malaysia. This is also to resolve the second hypothesis and objective. The research objective, questions and hypothesis are shown in Table 5.2.

Table 5.2: Research Objective 2 and Research Question 2

No	Research Objective (RO)	Research Question (RQ)							
2	To examine the influence of reward	What is the relationship							
	and recognition towards on job	between rewards and							
	satisfaction among hotel's	recognition towards job							
	employees in Malaysia.	satisfaction among hotel							
		employees in Malaysia?							
H	H2: There is a significant relationship between reward and								
reco	recognition with job satisfaction of hotel employees in Malaysia.								

The results of hypothesis H2 were reviewed in Chapter 4 to answer RQ2. H2 indicated that there is a relationship between reward and recognition with job satisfaction of hotel employees in Malaysia. Based on the study conducted, the outcome showed that reward and recognition is also at a very high level of strength of relationship (r=0.920, p-value<0.01). The result also indicated that are positively related relationships between reward and recognition with job satisfaction of hotel employees in Malaysia. We believe it because a part of hotel employees that are involved is the survey is 20 years old too 30 years old are lack with how

the hotel running. They have a low understanding due to the less experience in working at the hotel.

5.3 Limitations

There are several obstacles in completing this study. The obstacle faced by us as the researchers have made us become more proactive and have intention to complete this study.

Every research that is done will definitely encounter various difficulties. Even if the research that is done is well designed to achieve its objective, there must be some difficulties that cannot be avoided. Likewise, we are not excluded from difficulties while carrying out this research. The number of hotel workers in Malaysia reached 3.5 million in 2020. Following the time constraint, we only narrowed down by selecting respondents from Pahang, Perak, Penang and Kelantan. We were only given almost a month to find 400 respondents. A month's time is actually insufficient to quote all the answers from the respondents. Respondents were also forced to answer within a short period of time which could influence their choice of answers. Data is difficult to collect because almost all hotels do not want to provide good cooperation. Almost every hotel contacted gave the reason that they were busy and would contact us again. When we tried to contact them the next day, they were no longer serving well.

The supervisor also does not provide good cooperation. They tried to ask for a reward if we were given permission. Even though we explained that we are still students and unable to contribute in terms of money, we could only reciprocate by promoting their hotel on all our social media.

The questions given were bilingual. However, most of the respondents from the hotel employees who have low education are less familiar with questions in the form of formal statements. This causes confusion to them. Any questions that are unclear, they will ask.

5.4 Recommendations

There are a few recommendations that we can get from the study. This recommendation manages to help to increase the job satisfaction among the hotel employees. By the meantime it also manages to reduce the turnover rates among hotel employees in the hotel.

Hotel management should increase the appreciation towards their employees.

Appreciation towards hotel employees is crucial thing that need to be concern among hotel management or employer. The findings of this study also prove that the hotel employees got the less appreciation by their employer. It can be seen at the section two findings which at the reward and recognition variable rated the appreciation by employer to hotel employee is very low. Hotel management need to respect their employees too by encouraging the managers to have a good understanding of their staff. Makes them feel that there are valuable for the hotel. Giving the gift to the hotel employees manages to make them loyal to the hotel too. Showing the hotel employees, the positive vibes at the workplace like always saying thank you and well done after their done the jobs also help increase their job satisfaction. At the end, show the appreciation towards the hotel employees help them in increasing the job satisfactions.

 Human Management needs to be clearer and stricter about the future position opportunities for hotel employees in the workplace.

Managing the hotel employees also the hard work to be done by a manager. Moreover, when it comes in choosing them to increase their positions among hotel employees. Hotel management must identify the a few candidates among hotel employees that worth that positions. To makes it became fairer the hotel management need to appoint two or three managers to become the judges. By doing this, employees will be satisfied with the choices that are made by them. Hotel management can create a list criterion for the person that increase the positions in the workplace. The judges must be strict in picking the employee who is suitable to take the positions. Having fair competition will make the hotel employees accept

the final decisions that makes by their managers.

 Guest able to use appropriate and good communication when talk with hotel employee.

Every human need to be good to another for reaching a peace conditions. Person who works at the hotel need to interact with the humans. As we know, humans have many criteria and various behaviors. Facing the different person with different behaviors will make the hotel employee became more stress in doing their jobs. Plus, the complaints and harsh words that they face will reduce their job satisfaction. People around them should use the appropriate word and suitable communication to talk with the hotel employees. It will make they happy and enjoy keeping doing their work. Get a smile by guest and thank you will made their days as the hotel employees. Guest also can show some respect to the hotel employees by talk with politely when deal with them. Increasing the appreciation to the hotel employees manage to increase their job satisfaction in the workplace. It also creates a profit to the hotel as the employer because they do not spend their resources to train new employees every time.

5.5 Conclusion

Based on the results of the study, this research has been carried out to analyse whether reward and recognition and workplace environment is affecting the job satisfaction among hotel employees in Malaysia. Moreover, this study explains more about the job satisfaction among hotel employees towards their perspective. The result that has been gained on the Chapter Four using the Statical Package for the Social Science (SPSS) has been analyse and further discussed on the Chapter Five. As the result, we can conclude that are significant relationship between job satisfaction among hotel employees with reward and recognition and the workplace environment. Therefore, it is hoped that all the information provided by this research will help the hotel management to solve the turnover rates among hotel employees and at the same time

manage the hotel employees to work with the comfortable and appropriate workplace.



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APPENDICS I

The survey questions.



Faculty of Hospitality, Tourism and Wellness Fakulti Hospitaliti, Pelancongan dan Kesejahteraan (fhpk) Examining Reward and Recognition, Workplace Environment on Job Satisfaction Among Employees' Malaysian Hotel Industry

Dear Respondent,

Responden yang dihormati,

We are Bachelor of Entrepreneurship (Hospitality) students with Honors at University Malaysia Kelantan (Kota Campus). As part of the Final Year Project (FYP), we are conducting a surveyon). All information in this in-depth interview will be kept confidential and used for academic purposes only. Three sections were created for the in-depth interview questions. Part A contains demographic questions, which aim to gather basic information about therespondents such as their background. Part B discusses about expectation on (Workplace Environment, Reward and Recognition) toward hotel employees on their job satisfaction in Malaysia. While Part C discusses the hotel employees (Job Satisfaction) in Malaysia the questions are written in a bilingual language to ensure that the respondents understand the research questions and give appropriate responses. Therefore, we would like to thank you for your time and give goodcooperation and fair response. We are truly grateful.

Kami merupakan pelajar Ijazah Sarjana Muda Keusahawanan (Hospitality) dengan Kepujian di Universiti Malaysia Kelantan (Kampus Kota). Sebagai sebahagian daripada Projek Tahun Akhir (FYP), kami sedang menjalankan tinjauan mengenai). Segala maklumat dalam temu bual mendalam ini akan dirahsiakan dan digunakan untuk tujuan akademik sahaja. Tiga bahagian telah dibuat untuk soalan temu bual yang mendalam. Manakala bahagian A mengandungi soalan demografi, yang bertujuan untuk mengumpul maklumat asas tentang responden seperti latar belakang mereka. Bahagian B membincangkan tentang jangkaan (Persekitaran Tempat Kerja, Ganjaran dan Pengiktirafan) terhadap pekerja hotel terhadap kepuasan kerja mereka di Malaysia. Manakala Bahagian C membincangkan berkaitan pekerja hotel (Kepuasan Kerja) di Malaysia Soalan-soalan ditulis dalam bahasa dwibahasa untuk memastikan responden memahami persoalan kajian dan memberi respons yang sewajarnya. Oleh itu, kami ingin mengucapkan terima kasih atas masa anda dan memberikan kerjasama yang baik dan respon yang adil. Kami benar-benar bersyukur.

Yours Sincerely, Yang Ikhlas,

- 1. ZUHAIRA BINTI ZAMRI (H20A1881)
- 2. ZAIDATUL IZZATI BINTI MOHD ZALANI (H20A1877)
- 3. LEE SUET KEI (H20A1889)
- 4. ZULSHAHMEE BIN ZULKIFLEE (H20A1883)

SECTION A - BACKGROUND INFORMATION

Please answer each of the following questions by CHECKING (✓) or PROVIDING an appropriate answer whereapplicable.

□ Female / Perempuan
Others (please specify) / Lain-lain (sila nyatakan):
Delta Phd / Phd Others (please specify) / Lain-lain (sila nyatakan:

SECTION B - EXPECTATION (WORKPLACE ENVIRONMENT, REWARD AND RECOGNITION) TOWARDS JOB SASTIFACTION AMONG HOTEL EMPLOYEES.

Please indicate your level of agreement that corresponds the best to each of the statements below.

	STRONGLY DISAGREE	DISAGREE	SLIGHTLY AGREE	AGF	REE	STRO	NGLY		
					STRONGLY DISAGREE	DEAGREE	SLKHTLY AGREE	AGREE	STRONGLY
employee	tions (regarding the s 's expection of th	eir workplace. / Soa	ment and reward and lan dibawah (berkene aan staf hotel terhad	aan perseki	taran pek	erjaan			
Workpli	ice Environment /	Persekitaran tempa	t kerja – WE	99 999 53	120	281	581	- 68	
WE I			nization structure, an organisasi dan dasa						
WE 2		or equipment for the setul untuk bekerja.	job / Mempunyai ala	itan atau	- 8	==8			
WE3		nal health and safety erjaan yang lebih ba	at work / Kesihatan i ik di tempat kerja.	dan					
WE 4			tempat kerja yang ba	ik			- 3		
WE 5	Good cowokers : baik.	and managers / Raka	n sekerja dan pengur	us yang					
Reward	and recognition /	Ganjaran dan Pengi	ktirafan - RR		- 10				
RR I	TVU A 1200Y-300H68909V3		ob well done / Mener n atas kerja yang dili	CONTRACTOR OF THE PARTY OF THE					
RR 2		tivity and judgement in di tempat kerja.	at work / Kehebasan	kretiviti	- 0	-6	- 0		
RR 3	Receive service charge, bonuses, tips, and cash prize for job well done / Menerima caj perkhidmatan, bonus, tip dan hadiah wang tunai atas kerja yang dilakukan dengan baik.								
RR 4	Good system of	promotion / Sistem p	romosi yang baik.	- 0		- 10	10		
RR 5	Understanding of personal problems by management and help solving it / Memahami masalah peribadi oleh pihak pengurusan dan membantu menyelesaikannya.								
RR 6	Job matched with skills and knowledge / Pekerjaan yang sepadan dengan kemahiran dan pengetahuan.						- 3		
RR 7	The state of the s	and value by the man an nilai oleh pihak p	agement / Menerima engurusan.	D					
	Offer trust and o		0.0000000000000000000000000000000000000	1/2	177	- 1/4	- 17	-	_

SECTION C - HOTEL EMPLOYEES JOB SATISFACTION

Please indicate your level of agreement that corresponds best to each of the statements below.

STRONG! DISAGR		DISAGREE	SLIGHTLY AGREE	NEI	TRAL	S	AGREE		GREE	100000	ONGLY GREE
1		2	3		4	1	5		6	7	
					STRONGLY DISAGREE	DISAGREE	SUGHTLY DISAGREE	NEUTRAL	SLIGHTLY	AGREE	STRONGLY
Hotel Emp	loye	es Job Satisfacti	on – HEJS								(1)
HEJS 1	wit	e hotel is able to th work. / Pihak i salah anda berke	totel boleh mend	oblem engar							
HEJS 2	you	e hotel briefing y ar task. / Hotel m venuhnya berkena	emberi taklimat	sout							
HEJS 3	opt ber	u have chances to portunities in you peluang untuk be luang masa depar	r botel, / Anda ercakap tentang	re				, v	100	155	
HEJS 4	the me pek	e hotel gives an a ir employees in h mberikan faedah terja mereka dala ihatan	ealthcare. / Hote tambahan kepas	1							
HEJS 5	you me	e hotel put you in a to do the work. nempatkan anda tuk bekerja.	Pihak hotel			0	17		T		
HEJS 6	em opi dik aka	e decision issued ployees will refe nion first. / Kepu eluarkan oleh ho in merujuk kepad lebih dahulu	r to the employed tusan yang tel terhadap peki	es' erja	1\) 1	1	1		
HEJS 7	you	erall, you are satisfi work./Secara kes i dengan hotel temp	eluruhan, anda ber		Y	-	31	1	A	92	92

-THANK YOU FOR YOUR COOPERATION-

APPENDIC II

The pretest form from four respondent.

NAME	: AHMAD HILN	II AZAM BIN MOH	1D			
POSITION	: HUMAN RESO	OURCES ASSISTAN	IT(TRAINEE)			
COMPAN	Y : PERDANA KO	TA BHARU				
1. The qu	estionnaires are	acceptable and r	elated for asking	the hotel em	ployees.	
2. The qu	estionnaire are	able to understoo	od by people.			1
3.1 appr	ove_/disapprove	d this questionna	ire.			
Overall co		antlementes le co	on and and base	sudadasable s	and sound bright	
Overan co	mment : ine q	uestionnaires is ve	ery good and kno	owiedgeable a	ina goda luck !	
	<u> </u>					27
					Signature by	
					hilminjnen	
				Normal	AUBAAD UU AAI A	ZANA DINI MACILID
				Name	: AHMAD HILMI A	22-07-05
					Date : 23 April :	2023

KELANTAN

POSITION: Hotel Assistant Manager	
COMPANY: HOLIDAY VILLA AND SUITES HOTEL	
 The questionnaires are acceptable and related for asking the hote The questionnaire are able to be understood by people. 	el employees.
I approve/disapproved this questionnaire.	
generalis de la compagnación de la La compagnación de la compagnación	
Overall comment: Soalan yang ditanya sangat sesuai dengan kerja s menarik	<mark>aya dsn soalan yang ditanya a</mark> mat
	3
	Signature by
	acaume.
	Name: Nur Athirah binti alias
	Date :14 april 2023

NAME : NUR ATHIRAH BINTI ALIAS

NAME	: MOHD HAFIZ BIN ROSLAN	

POSITION: Lobby Manager

COMPANY: HOTEL PERDANA, TAIPING PERAK

- 1. The questionnaires are acceptable and related for asking the hotel employees.
- 2. The questionnaire are able to be understood by people.
- 3. Tapprove/sisapproved this questionnaire.

Overall comment: Survey yang digunakan adalah mudah difahami dan mengambil masa yang

singkat dalam menyelesaikannya.

Signature by

Name: Mohd Hafiz Bin Roslan

Date :20 April 2023

NAME	: S <mark>arah Alyssa</mark> binti ABD. Razak	
POSITION	Front Office Lead	
COMPAN	Y: GRAND DARUL MAKMUR HOTEL	
1. The qu	estionnaires are acceptable and related for asking the hotel en	mployees.
2. The qu	uestionnaire are able to understood by people.	
3. I appro	ove/disapprove of this questionnaire.	
Overall co	omment: The questionnaire is clear and concise, covering all a	reas deemed important
	to gain and analyse data from individuals in a detaile	ed and systematic manner.
		Signature by
		Sarak
		Name : Sarah Alyssa
		Date : 12 April 2023