EMPIRICAL REVIEW OF FACTORS CONTRIBUTING ORGANISATIONAL EMPLOYEE JOB SATISFACTION. A CASE STUDY OF MALAYSIA-CHINA KUANTAN INDUSTRIAL PARK

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Abstract

The issue of overall organizational employee work satisfaction is crucial in supporting a nation's economic growth. This study makes an effort to gauge employee work satisfaction across several organizations. The emphasis is on the relative weighting of job satisfaction components and how they affect workers' motivation level. Additionally, it examines the impact of internships, age, and characteristics between men and women on perceptions of job satisfaction, as well as an empirical evaluation of elements that contribute to organizational job satisfaction. The research indicates that the key elements for overall job satisfaction are pay, overall productivity, indirect management, and colleague relationships. Employees in the industry generally have an excellent quality of work life. The sampling methods were explained, including determining the target population, study sample framework, selecting the survey method, and suitable sample size and the SPSS statistics methods are commonly used to do quantitative method.

Keywords: Empirical, Performance, Factors, Employee, Job Satisfaction, Contributing, Organisational and MCKIP

1. INTRODUCTION

1.1 Background of the Study

The Malaysia-China Kuantan Industrial Park (MCKIP) inaugurated on February 5, 2013 and is perfectly positioned in Kuantan, Pahang's special common market, the National Key Development Area. MCKIP is made up of three sections: MCKIP 1 (1,200 acres), MCKIP 2 (1,000 acres), and MCKIP 3 (3,500 acres) with just a surface capacity of 14.2 square kilometres (3,500 acres) (1,300 acres). Armour sectors are served by MCKIP 1 and 2, while supply chain hubs, light industrial, multifamily housing sections are served by MCKIP 3. Kuantan Port is ideally positioned on Peninsular Malaysia's eastern coast, viewing the important maritime lanes that go across the South China Sea and connect Kuantan to the Pacific Islands. Kuantan Port Consortium (KPC) is an inter port that operates 24/7 daily, 365 days annually, and therefore can accept a range of items such as dry transportation of goods, cargo, palm oil, pesticides, oil, and metal bars in all weather extremes. The port of Kuantan has been improved and modified to satisfy the ever-increasing demands of oil palm, petrochemical, cargo, and natural ore industries. Kuantan Port seems to have a significant possibility for handling goods and forth to the Malaysia-China Kuantan Industrial Park (MCKIP) than that of the other competing terminals due to its geographical. (Abdul Rahman & Zakaria, 2015).

Satisfaction is defined as the presence of self-efficacy, which indicates that corporate administrators listen carefully to every action that affects employee' well-being. Furthermore, there have been adequate laws in place to address the requirement for flexi time. The influence of various degrees of workplace on job satisfaction is becoming increasingly important over time. According to the findings, the physically state of the workplace has a significant influence on employee's efficiency (da Borralha et al., 2016).

Employee fulfilment is divided into three categories: intellectual (made some changes), subjective (or interpersonal), and attitudinal. Studies have likewise found that even the amount towards which meaningful work evaluates sentiments well regarding workplace varies. Several theoretical approaches, such as benefit concepts, reward concepts, and content and method, are used to investigate job satisfaction and work pleasure. Job performance, on the other hand, is a tough concept to describe. (Haralayya, 2021).

1.2 Problem Statement

The purpose of this research is to review the common issues and factors contributing to organizational employee satisfaction in MCKIP. In MCKIP Unexpected work satisfaction, along with low employee morale, has a negative impact on an organization's production. Mostly in jobs, individuals have to deal with fundamental behaviour once more. Workers that are dissatisfied are less able to respond correctly to their jobs. They discover a plethora of additional activities that might provide them with delight. It's only normal for those other individuals and teams to be unsatisfied as a function of one member's low production, and their output will begin to fall too. It is indeed a constant spiral that most businesses experience.

According to (GOPINATH, 2020), employee competition intensifies and resources are scarce when there is a lack of work satisfaction. The individual will eventually leave in order to locate a job that will provide them with a lot of happiness. Many businesses, including banking, have significant throughput rates and a difficult time retaining talented employees. Companies typically must find a means to improve employee happiness, especially in challenging sectors with low salaries and demanding jobs.

In today's extremely dynamic economic climate, firms are confronted with new problems in the shape of personnel development and management. Admin employee are seen as a driver of long-term value creation since they are important and limited qualities. (Widayati et al., 2021).

1.3 Research Question

1) What are the factors that contribute to employee job satisfaction MICKIP?

2) What impact the reward, salary, employee engagement, training and organisational culture on employee job satisfaction?

3) Does the organizational performance mediate the impact between reward, salary and organisational culture and employee job satisfaction?

4) What are the employee's self-development within the organization?

1.4 Research Objective

1) To identify the factors that contribute to employee job satisfaction MICKIP.

2) To determine the impact of reward, salary, employee engagement, training, and organizational culture on employee job satisfaction,

3) To determine the mediating impact of organizational performance on employee engagement, salary, training, organizational culture, and employee job satisfaction,

4) To investigate the employees' self-development within the organization.

1.5 Limitations of the Study

The investigation would probably be considered more suitable if it would cover few industries in MCKIP, but owing to time and cost restrictions, the writer chosen to focus on workers of a few industries within Malaysia-China Kuantan Industrial Park (MCKIP). This study will look at employee job satisfaction in Kuantan Malaysian companies. Employee will be included into this investigation, and their feedback will be integrated. This study will focus on job satisfaction among Company, as well as employees who are currently working with them. In other to investigate what factor that contribute to employee's job satisfaction and how employee job training supporting organizational job satisfaction and organizational culture.

2. LITERATURE REVIEW

2.1 Introduction

The theory, empirical review, and assessment of previous research are all covered in this chapter. It examines previous studies on employee job satisfaction in organizations. This section also provides the entire study relative scale. It opens with an overview of employee work satisfaction in firms, as considered in the context of this study. It explains the theoretical framework used in the research and gives an overview of the relevant literature on the variables. Several studies on employee's job satisfaction have been undertaken.

2.2 Overview of Malaysia-China Kuantan Industrial Park (MCKIP)

The country's commerce relies heavily on ports. The evaluation of the ports can give important information into the economy of Malaysian ports. Malaysia is located at a crucial location in Southeast Asia. Among both Peninsular Malaysia and indeed the continent of Sumatra sits the South China Sea, including some of the world's most important maritime lanes. Malaysia's principal ports were historically constructed alongside the Straits of Melaka, getting the benefit of the region's massive economic opportunities. This is still the usual situation, with Penang and Johor Period being two of Malaysia's many well freight forwarders. Monitoring and evaluation may be considered as an essential technique in measuring port operational efficiency in order to assess port economy. The Malaysia-China Kuantan Industrial Park (MCKIP) and the Qinzhou Industrial Park (QIP) were jointly built by China and Malaysia to increase international commerce and industry (Projects, 2019). MCKIP, which is located in Pahang, provides a bridge for importing businesses and growth through into Malaysia Eastern Corridor,

and spans a region of the continent that is affected by the problem. Every port's advantage, on the other hand, is measured not only in terms of port quality of work life, but also in terms of travel time and transportation costs. Nowadays, regardless of ability to pay or geography, the same standards for driving time and other perks are utilized. Shows that the non-government and private sector policies had a considerable impact on transportation costs when they studied the drivers of marine shipping costs (Abdullah et al., 2020).

Figure 1: Map of Malaysia-China Kuantan Industrial Park (MCKIP)

The Belt and Road Initiative (BRI) has enhanced bilateral interaction between Malaysia and China by the governments mutually developing two special economic zones, one in Kuantan, Malaysia, and another in Qinzhou, Guangxi, China. Those industries are part of the 'Partner Countries, Dual Parklands' initiative, which aims to improve international manufacturing and optimize trade and business flows between Malaysia and China. Kuantan Port Consortium Sdn. Bhd. (KPC) is a 60:40 corporate joint venture between IJM Berhad Group, a publicly traded business on Bursa Malaysia, and Beibu Gulf Owning (Hong Kong) Co. Ltd., with the Malaysian idea of holding a special privileges share. KPC has had a thirty-year licence to oversee, operate, and expand Kuantan Port since 1998, thanks to a privatised agreement. The previous deal was superseded by a new Marketization Agreement that included the development of the Modern Deep Ocean Warehouse nearby to the ports. The arrangement will begin on June 1, 2015, and will last for 30 years, plus extra 30 years if KPC fulfils specific obligations to the authorities. Kuantan Port, a non - linear and non-deep terminal confronting the South China Sea, will be an all port that operates all year. Kuantan Port, carefully located on Continental Malaysia's eastern shore and in the hub of the oil refineries, has grown into a significant port facility serving the Atlantic zone.. (Abdullah et al., 2021).

2.2.1 MCKIP's Setting

Heavy industrial and strong industries are the focus of MCKIP. This included solutions that save resources and are environmentally benign, independent and sustainable power, higher operational production, and smart materials production. From in the industrial park, there's many three separate different stages: MCKIP 1 (1,200 fields), MCKIP 2 (1,000 sq ft), and MCKIP 3 (2,000 accompany) (800 acres). Simultaneous building of MCKIP 2 and MCKIP 3 is recommended. MCKIP 2 is for the formation of high and slightly elevated industries, whereas MCKIP 3 is for multifunction growth (including bright trade, marketable material goods, uptown areas and service sector parks). (Hutchinson & Yean, 2021).

2.2.2 Important Collaborations on the Silk Route

Kuantan Port and MCKIP are complementary in terms of future prospective expansion. While Kuantan Port presently processes mostly mainly supported, the Phase 2 expansion will be a port, allowing MCKIP 3 to exports and imports light industrial commodities. On Malaysia's Atlantic coast, the new underwater facility becoming a key container traffic center. Kuantan Port is expected to accommodate 52 million shipping mass tons of material and receptacle goods by the moment it is finished (Mikhalkina et al., 2020).

2.2.3 The Kuantan Port

The Malaysian Ministry of Finance gave Kuantan Port permission to construct a free environment port in June 2016. This will help Kuantan Port achieve its goal of being a container traffic hub. A Depot is a location outside of Malaysia where neither import tariffs, taxes, levied, or service charge is needed. According to KPC, larger corporations namely as cargo transportation, trade, geographic range, verification, and associated value-added operations may be accommodated in the Kuantan Port Free Zone.

2.3 Factors Contributing to Employee Job Satisfaction

2.3.1 Reward

The reward is everything an organization gives to its employees in exchange for their dedication and achievement. The reward can just be artificial or natural, and it can be monetary (for example, prizes) or symbolic (for example, designating an employee working person of the year). The evident supplementary incentives are minimum wages, awards, and promotions, among other things, and yet these encouraging elements are inadequate on their own. In the character fulfilling, participants analyse the quality of their employment. In every organization, using intrinsic rewards to growth is measured engagement and upkeep is possible. Successful workers persist since these distinctive techniques are grasped and ingrained in the existing objectives. (Riyanto et al., 2021).

Table1: Category of Reward (Riyanto et al., 2021).

S/N	
1.	Monetary Reward Systems
2.	Non-Monetary Reward Systems
3.	Employee Assistance Programs
4.	Employee Recognition Programs

Prizes are essential for job satisfaction since they meet basic demands while also assisting in the achievement of a broader number of goals. Profit seems to be the strategy whereby the employees understand what they'll be earning by able to devote their time, effort, and willingness to multitask. Appropriate reward packages have some of the most important aspects of preservation because they meet economic and resource needs while also providing social opportunities based on the employee's role and status of power in the organization. Many studies show there is a significant disparity in understanding the significance of extra pay for accurate upkeep. Rewards is a term used to describe benefits offered in exchange for labour engagements. To reduce and up a key separation from employee dissatisfaction, businesses routinely awarded monetary awards. (Güney & Şahin, 2021).

2.3.2 Salary

Job satisfaction ensures the right employees are hired and retained in a company. It also helps to maintain competitiveness by keep the employees engaged and motivated. This has also been shown that accomplishment reduces the negative effects of part conflicts and job imposed. Organizational structure, management teams, hierarchy, and Employment practices are only few of the elements that make up a workplace. Employee satisfaction refers to how pleased and comfortable employees are in their employment rolls. Employee morale is the pace where the workers quit their management, usually voluntarily or involuntarily. The basically three principles are inextricably linked; working circumstances have a massive effect on essential support, which would in turn has a direct implication on employee replacement rates. Establishing a high-performance company requires understanding how to use a successful organization to increase employee satisfaction and reduce attrition. Stretching workers in this way helps to keep them on the job longer. (Azaliney Binti Mohd Amin et al., 2021)

2.3.3 Employee Training

Employee Training is defined as a written strategy designed to modify representational behaviour in order to improve worker capabilities, aptitude, and skills necessary for effective job. Prepared is defined as the knowledge that aims to permanently alter worker capability in order to be productive and viability in the workplace. However, training must be properly planned in order to effectively improve or modernize worker frames of mind, understanding, abilities, and behaviour patterns. Preparation enables delegates to increase their ability to succeed at their jobs and to build a positive reputation for the administrative group. As a result, instruction is sought to improve current or future firm execution. For both odd and current

delegates, it is essential. Furthermore, planning might provide a set of rules for employees to follow in order to achieve the organization's goals. Preparing is similar to contemporary workplace levels of ability and capabilities, as well as featuring a current entrance to help employees to master their capabilities and competencies (Choi & Kim, 2016).

2.3.4 Organisational Culture

Although the terms organizational style and "organizational climate" are sometimes used interchangeably, there will be significant variations in among terms. Fundamentally said, an organizational ethic is the consequence and consequence of a firm's diverse identity. The way disagreements are resolved, the flexibility to think out of the box and fail with repercussions, uniform rules standards, dominant appropriate language, and some other tangible characteristics all contribute to employee engagement. Each company's structure is fundamentally superior to the next, just as no organizational culture is. Employee are required to fit into strategic relations in order to exist, or else they will hunt for a job that is more appropriate to our personality. Employee fulfilment leads to prospects for advancement, a competitive wage structure, a mentor-like boss, a stable firm and structure, strong attitude, ample capabilities and support, and development, principles, honesty, and authenticity (Paais & Pattiruhu, 2020).

2.3.5 Organisational Employee Job Satisfaction

There are two methods for isolating satisfaction: labour satisfaction and organizational accomplishment. Job satisfaction is also a factor in employee happiness. According to Otley, competent implementation is based not only on essential support (job delivery), but also on other factors such as the workplace environment in the organization. In addition, an exceptional representation is essential in order for the organization to be successful. Intellectual capital, progress, and behaviour on the part of employees are essential in order for the company to succeed. The satisfaction of employees and the growth of the representative's performance are indeed critical. This will provide certain advantages, for example, a steady industry, which suggests that people's lifestyles will improve, pay rates will rise, and the demand for goods available for use would rise, etc. Furthermore, doing a higher quantity of functioning of the organization is a definite for the truly representative themselves. However, the organization might choose individuals who meet the requirements or have the necessary abilities in order to improve the organization's results. In addition, (Resource, 2018) .

2.3.6 The Value of Job Satisfaction

Job fulfilment is critical to almost any company's success. Employee satisfaction is a child's attitude refers to his overall team responsibility. Work engagement, according to (Jamal Ali & Anwar, 2021) relates to a participant's total emotional attitude forward towards the workplace they are now filling. Employee contentment is among the most researched notions in management literature. Work engagement are among the most hotly discussed subjects in behavioural sciences strategy. Employee satisfaction, for example, is described by (Paais & Pattiruhu, 2020) as both a joyful emotional situation coming from an assessment of someone's employment as attaining or assisting the attainment of someone's work worth. Corporate

initiatives, on the other hand, might lead to good and successfully treated for employee, as (Saifulina & Carballo-Penela, 2017) .

2.4 Behaviour of Employees

Employee' emotional attitude to the part they play at employment is referred to as work engagement. Occupational quality is a vital factor in motivating and encouraging employees to improve their efficiency. Over through the decades, various researchers have characterized occupational happiness. Performance is stated by (Davidescu et al., 2020) as a belonging to the society of behavioural, neurological, and situational factors that workplaces to declare they are content or content with particular occupations. (Paais & Pattiruhu, 2020).

2.5 Overview of Organisational Performance

The globe has begun to spin into the new century, bringing a new period of higher level of competition and constantly shifting value relations. The reality that the organization has shifted from a regimented advances in technological approach to an emphasis on organizational learning by all of the organization's employees. In an industrial landscape, no company can exist unless it can equal its organizations' performance and quality. Reality is forcing us to start concentrating more on modifying job satisfaction, providing on impartial role and responsibility and inspiring them to carry out using their training and expertise in cutting-edge systems, and therefore encouraging them to use their strengths in their own areas of jurisdiction. To solve the needs of the future decade and attain greatness, competent organised labour, economic growth work methods, and proactive skilled administrators are required (Vuong et al., 2021).

2.6 Underpinning Theme

Mostly around decades, researchers have worked to better determine the association between employee satisfactions in many situations across the world. Except for its character and role in influencing, the research is becoming increasingly important over time. According to the conclusions of a Danish studies, improving the physical attributes of a company's workplace culture (operational culture) can enhance the employment. (Aprison et al., 2021) established a conceptual framework for work satisfaction and discovered that full time position aspects may be separated into two classifications: intrinsic factors and related constructs, based on his study. Work engagement was high due to personal grooming aspects, however discontent amongst colleagues was high due to inadequate mass data. The conceptual model was evaluated based on the aforementioned literature. The workplace in which workers operate inside a company is the objective factor in this study, while employee satisfaction is the moderating variable. Shift patterns, job stability, employment rights, employee motivation, individual esteem requirements, and upper company's impact on employee performance work are all factors to consider in the workplace.
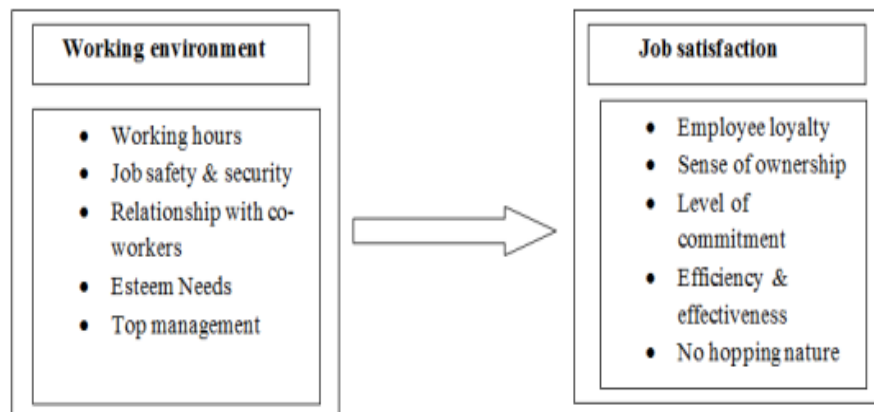
Figure 2: Conceptual Model (Thiagaraj & Thangaswamy, 2017)

Companies need dedicated workers, particularly in development organizations because tasks have distinct restrictions and demand more labor and involvement from employees. Overall organisational engagement is an important condition that describes an employee's engagement with the company and has ramifications for the option to remain or leave. Improved efficiency, quality enhancement, reduced productivity, and lower employee morale are all common effects of engagement. The word "motivation" stems from the Latin "moving companies," which means "to advance." In the perspective of Behn, encouragement begins with a genuine or behavioural flaw, necessity, or incentive that ends in behaviour. (Arifiani et al., 2020) said that the thinking around creativity is exceedingly complex.

2.7 Theoretical Framework of the Study

The framework incorporates not only organizational tradition and ideals, and also strategic planning, and the workgroup whereby an employee stands. Motivations are forms of drive. Behavioural intention is viewed as the technique of being motivated by employment in the sense that it meets the company's own goals. Internal purpose is personality, and it is believed that individuals pursue jobs that would best meet their requirements. Responsibilities, ability to act, bravery to utilize and strengthen one's own abilities, intriguing activities, and opportunity for progress are all aspects that influence self-rewards. Contextual performance measures the quantity of effort put forward by others to encourage an employee. Intangible desire includes things like wage raises, accolades, and promotions top company. Motivation factors are effective, but their power is short-lived. Motivating factors have such a longer lasting effect since they are intrinsically dynamic and individualized inspirations. Salary must include three basic different facets: it should be equal here to workers has contributed, affordable in terms of industry pricing in the company industry, and or the value must urge the employee to do as effectively as feasible (Kim et al., 2019).
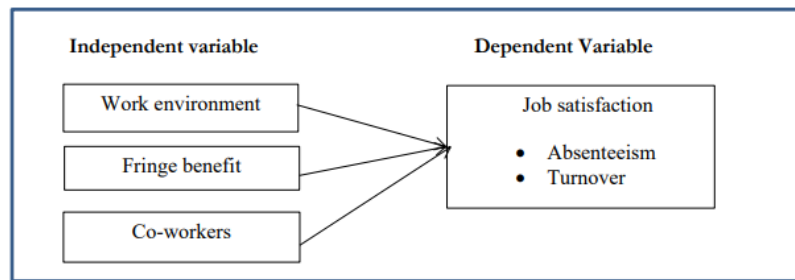
Figure 3: Theoretical Framework for Job Satisfaction (Azaliney Binti Mohd Amin et al., 2021)

2.8 Development of Hypothesis

2.8.1 There is a significant relationship between reward, organizational performance and employee job satisfaction

They understand how important have to be to be rewarded and recognized in proven to be better engaged. Fundamental qualities are also important significantly related to employee satisfaction. Companies attain true success when people are acknowledged and appreciated for their contributions to the advancement of the organisation. It should be the responsibility of the company even though there is no acknowledgment or reward for someone's labour, because guidelines demand employers to offer an inspirational reward that recognises a well-done task or job. To put it another way, the lower the level of acknowledgement or incentive, the lower the administrator's quality of work life and participation with the company. (Alam & Asim, 2019),

2.8.2 There is a significant relationship between salary, organizational performance and employee job satisfaction

Salary is a component of a company's remuneration package. It has been one of the most important motivators and stimulants. Job fulfilment, performance, and fulfilment may all be improved if the industry's salary structure is efficiently handled. The existing compensation appears to be unsatisfactory to the workers of the organization. It could indicate that the pay isn't fulfilling the worker' goals, and they're looking for a raise. This is a component that organizations should consider since if it is enhanced, it may boost organizational and individual performance. (Dimitrious Belias, 2014).

2.8.3 There is a significant relationship between training, organizational performance and employee job satisfaction

Skilled workers would have a greater impression of the business if they are given coaching and education chances to enhance the performance of the job role. Factors like as advancement, ongoing training, and technical training possibilities are included in this component. The majority of research suggest that there is a clear link between employee characteristics and indeed the training and growth possibilities provided by organisation. (Jalagat, 2016).

2.8.4 There is a significant relationship between organisational culture, organizational performance and employee job satisfaction

Organisational culture, and company development have all done extensive study on company context. According to (da Borralha et al., 2016), literature on work success must attach importance to discover the critical impact that organisation environment might play. Company's internal framework refers to the broad and typically continuous subcategories of organisations such as framework, history, and authority, as well as the competitive landscape in which administrative operations are carried out. The concept is that differences in company effectiveness may be explained by the fit among organisational structure and culture. (Aziz et al., 2021) .

2.9 Conceptual Framework

The plausible framework is a visual depiction of factors, the captive and the ward, and how they interact. The use of predicted topic improvements affected a way to the creation of a solution to research questions and objectives. Two variables aided in the gathering and research of data: first, the level of exhaustive quality in adapting hypothesis to clearly describe the purely theoretical guidance and satisfactory framework that accompanied strategist undertaking; second, the applicability among these theoretic guidelines and the measured framework as identified prior to the discovery of documentation that could've been exposed. The section shows how the concern of representative motivation and work satisfaction is influenced by employment factors such as understudy employees, workplaces, substitute organizational involvement, occupation selection, and preparation. It also displays the many indicators that can provide a basis on which assessment and preparations can be based on the amount of job satisfaction by employer has been linked to their opinion of the understudies (Alromaihi et al., 2017).
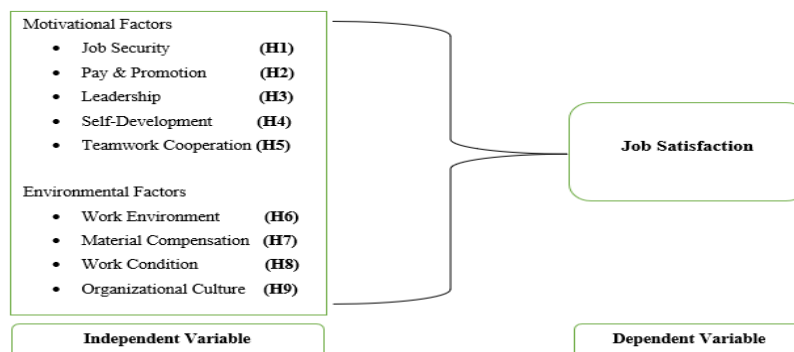

Figure 4: Conceptual Framework

Employment for individuals with developmental disabilities has traditionally been done in the context of day activity or covered facilities. Operations in these contexts were envisioned as solutions to enhance the lives and capabilities of persons with academic disabilities, and were based on a scientific method of intellectual impairment. Services have indeed been gradually supplanted over the last 20 years by training and work choices that see work as actual,

comprehensive job. Despite ongoing attempts on a global scale, the Declaration on the Participation of Employees with Disabilities' requirements for equality and pay have yet to be met. Inability to distinguish in the workplace for persons with developmental disabilities, particularly in terms of work levels, labour rights, income, and viable work options

3. RESEARCH METHODOLOGY

3.1 Introduction

The chapter's main goal is to deconstruct the data gathering methodologies and evaluation procedures. The research's technique of inquiry would be presented as well. The basic summary of such survey methodology utilized in the investigated study develops this idea. The demography, sampling methods, research methodology, and data management strategy will all be included in the summary. The section goes through everything you need to know about the methodology of the study, methodology, sampling procedures, and respondents, sampling methodology, descriptive statistical methods, quality requirements, protocol, and structure.

This overview of something like the research on work employment satisfaction among employees was offered in the earlier chapters. Past research, the study will also look into the structure of such interaction of two notions. Section 3's goal would be to lay out just the study technique utilized to gather the data needed identified in Chapter 1. Both important steps and research methodology adopted for this employed in following taken in this study were covered in stated in this described in this phase chapter. The sampling methods were explained, including determining the target population, study sample framework, selecting the survey method, and suitable sample size. Moreover, various potential consequences and confidentially components of this investigation were discussed. Employee fulfilment and employee success were developed from the research with in previous part, including the influencing these characteristics and indeed the combination of those distinct ideas. An experimental literature, which provides a thorough, respondents or sampling techniques, measurement devices, survey design, and data methods, will also be described in the following subsections (Ghiara, 2020).

Research is a method for combining characteristics that have a similar characteristic. It is a method that allows a study to minimize a vast group of independent components on a dependent of essential elements that compensate with as numerous characteristics as feasible. It looks for patterns and similarities in connections amongst factors.(Pang & Lu, 2018).

3.2 Research Design

The research design comprises the systematic development's plan, layout, or framework. Layout and development could actually prevent inaccuracy and errors, as well as improve the reliability of research results. Those who go on to say that a great should be utilized to find developments over time in a scenario, and as such, the aim of the scheme is to precisely and comprehensively evaluate the topic area, and therefore it frequently exposes plausible linkages between factors. The particular methodology for collecting intelligence from people in the study is It's been used to outline where data was collected via respondents, how such respondents will be chosen, how they obtained data will be processed, and how the discoveries

will be communicated. This is done in order to arrive at legitimate, impartial, comprehensive, and cost-effective findings relevant to the study topic. Overall strategy, underlying philosophical framework, that concern of whom or thing should be examined, plus the means to be utilized for obtaining and analysing data constitute the key basic principles of a survey design. It should be the process of study that offers particular guidance for processes in a pilot study, whether it be empirical, statistical, or mixed methodologies (Creativity, 2019).

3.3 Research Methodology

Methodologies within study are strategies and processes that specify the stages through general ideas to specific data collecting, evaluation, and analysis methodologies. Every relevant to the research topic or question getting study will answer the following influences the research methodology chosen. Descriptive, empirical, and mixed method techniques are the three basic methodologies that may be used in research. The distinction between research philosophies is that even the previous interacts with personal data generated by responses or interviewers' brains, whilst the other can be used to analyse empirical results in the form of statistics. Moreover, empirical research entails studying small groups of individuals through in approaches. Quantitative research methods, on the other hand, normally strive for a high amount of cases and analyse the outcomes using numerical validity. Mixed method techniques are particularly recent, and they combine mixed method material to answer research issues and identify issues. The research applies a survey strategy to its investigation (Chan, 2020).

3.4 Research Philosophy

The research philosophy is often the first stage that must be considered while collecting and analysing data technique. The set of preconceived notions regarding the generation of new ideas is referred known the research philosophy. There are three purposes why knowing research philosophy concerns is beneficial. They emphasize, first and foremost, because strategy can inspire researchers to explain study designs. Furthermore, having a good understanding of philosophy can help the researcher discover what among the solutions will function best. Finally, having a working grasp of philosophy could help a study find or construct concepts that are beyond their previous research. Those cognitive, philosophical, and theoretical questions and actions that influence perspectives are all covered by research approach.(Riana, 2020),

3.5 Population of the Study

The population of the study will be best on the numbers of MCKIP employees which are about 1,200 local workers and only 200 Chinese workers working. Empirical study is based on the theory and measurement of phenomena. It can establish actual information involving multiple variables and summarizes studies versus actual experiences or studies utilizing quantitative methodologies. The population is known as research collection of individuals, items, objects, or components that fulfil the survey's stated set of standards and upon which a finding or opinions are desired.

The original study targeted audience included organization administrative employees. That research is confined to management employees while on a temporary or full-time basis with the organization. Male and female executive management, senior officials, principals, and minor employee members were among those in attendance. Employee members there at organization are defined as personnel who have mastered the workplace competencies needed to perform out even the day-to-day program management tasks taken to complete the project of a specified workplace for the purposes of this research. Executive divisional, top admin employee, department, and office managers are among these professionals. Representatives, as indicated before, are referring to as organizational employees inside this survey, and indeed the terms are interchangeable (Phuong & Vinh, 2020).

3.6 Sample of the Study

To disseminate the surveys towards the employee in the organization, the current study used a suitable sample instrument, which necessitated a variety of connections, materials, and physical work. The sampling size of the research on job satisfaction within the organization will be 5000 active employees working in the company. This samples were selected employing quantitative approach since it allows scientists to collect fundamental patterns from data about their studies alone without hassles of just a completely irregular population. Individuals recommend probabilistic survey strategy over especially sampling methods, although sampling techniques is more appropriate when doing research study related to their limited resource, expense, and indeed the inability to produce a randomized hiring process. Questionnaire survey would be used to investigate relationships between various characteristics and phenomena. Additional factor again for research' emphasis on respondents were selected was indeed the available of individuals or participation for such research. (Bertolini et al., 2018).

3.7 Sampling Method

The sampling technique was utilized in this research. The current employees working for the company will serve as the sample. This strategy was chosen since the research aims to use the qualitative information obtained from questionnaires. This research covers several ranges of research designs: interventional, bridge, structural, and evaluation research. Research findings are usually focused on single individuals with a certain trait, and indeed, the study sample is usually a small percentage of the whole demographic. The concept of multi-research, on the other hand, is especially designed for designs that do not influence or modify different factors or procedures, but instead assess and examine their benefits utilizing quantitative tools. Together, in the multi-dimensional and multi-survey methods, a random selection of topics in the field is expected to provide information about a scenario. The questionnaire method or an interview method could be used in such a study. In a merged survey, secondary and primary data are quantitatively measured. (Mohammad et al., 2019).

3.8 Research Instruments

The research will be using mixed method qualitative and quantitative which include interview and questionnaires that will be distributed to the employees either through Google form or any other channel of data collection method. Which the qualitative method which is the

interviewing of MCIKP employees and some top management employee's that will also be done through either face-to-face interaction of use of any online channel of communication such as, Zoom app, Google Meet or any technology used for online meeting. (Creativity, 2019).

To measure worker happiness, the lengthy versions of something like the Minneapolis Employee Engagement Questionnaire was utilized, which included numerous characteristics of something like the task and the place to work. The Questionnaire as a data collection allows for a more customized view of quality of work life than was previously attainable with conventional evaluations. (Wei et al., 2022).

3.9 Validity and Reliability of Instruments

An experimentally reliability research is being used to determine the instrument's dependability. Each questionnaire was applied twice over a two-to-three-week period, and indeed the two sets of data were strongly linked utilizing Pearson's Correlation to get the probability value. The studies data was inspected and rated for acceptability within each component by the supervision to confirm its validity and reliability. The principal's feedback was utilized to create completed components, which could then be given to composite reliability testing to confirm that the measures' topic was indicative of the area they were required to support (Article, 2019).

The constancy or predictability of a measurement device is evaluated for accuracy. Because when instruments produce this very same outcomes whenever the study is performed on the very same samples, great dependability is achieved. Cronbach's alpha coefficient were employed to determine consistency and stability (quality), and is the most extensively used statistic by research utilizing attitude measures. This same magnitude whereby an experiment measuring what it is intended to evaluate in a complete and precise direction is noted that qualitative. Appearance, material, concept, integrative, and validities were all goals for the study. It's indeed important to pay increased recognition to the correctness and usefulness of the scale in order to reduce the risk of obtaining inconsistent data and to improve the trustworthiness of the outcome conclusions. The term durability refers towards how consistently the research's discoveries are, whereby if a comparable research were undertaken given identical conditions, the present survey's conclusions might be verified. Here's what refers to someone as an initiative's kindness. By reducing inefficiencies, pilot testing aid in establishing the dependability of analysis tools. Cronbach's alpha value is a good indication of something like the content validity of measures that don't include proper or incorrect scoring systems; consequently, it should be applied for surveys containing measurement scale. According to (Wei et al., 2022), the Cronbach's alpha coefficient is between 0.70 and 1.00 in response to the fact inside the original study construct validity. In many other respects, when Cronbach's alpha score is higher than the acceptable bottom level of 0.7, the measures utilized there in equipment are dependable.

Cronbach's alpha	Internal consistency
α ≥ 0.9	Excellent
0.9 > α ≥ 0.8	Good
0.8 > α ≥ 0.7	Acceptable
0.7 > α ≥ 0.6	Questionable
0.6 > α ≥ 0.5	Poor
0.5 > α	Unacceptable

Figure 5: Cronbach's alpha score sample

Cronbach's alpha coefficient is being used in the research to compare the questionnaire's reliability and validity. Cronbach's Alpha coefficient values varied from 0.70 to 0.87 with each component of such systematic review. Furthermore, the Cronbach's Alpha coefficient for the whole questionnaire's characteristics were 0.91. The above demonstrates the internal coherence and harmonization of the questionnaire's inquiries, as well as the impartiality of the data analysis findings. The accuracy of something like the data attained again from study method is considered to be reliable. Since the similar research method is performed and indeed the data are reproduced outside established competence boundaries, it is said to be reliable. When somebody research could do the same inquiry would get the identical results, then analysis is reliable. It had to do with a survey finding's capacity to be replicated when a counterpart study is done (Khatri, 2020). Cronbach Alpha would be utilized to assess the validity of the questionnaire given with this analysis in needed to guarantee the findings of this study. Cronbach Alpha, on general, is still between 0.743 and 0.82 on the basis of all factors analyzed, according to the validation test results. Regarding terms of something like the survey findings' dependability, it really has previously been stated that perhaps the pilot research resulted in the questionnaire being refined by removing misunderstandings or preconceptions inside the method queries were presented. (Khatri, 2020).

3.10 Pilot Test

The pilot research is a small study conducted before to the main study to evaluate a survey, interviews, checklists, or participant observation in reducing the chances of participants having some difficulty taking the survey. Both internal consistency and dependability of a findings of the study are determined by the simplicity and design of something like the questionnaires, including the rigor with which the pilot test was conducted. The pilot research also allows again for validity and reliability of research questionnaires to be assessed, as well as ensuring that perhaps the respondents understand the questionnaires, straightforward, and rational (Krishnasamy, 2020). The goal of the pilot testing is to make certain that this same validity of the test by gathering thoughts and input from such a limited selection of the target respondents. This is a small test aimed to collect feedback and preconceived notions to a randomized trial to provide more an understanding of the difficulties or issues that may arise with survey or questionnaire queries (Krishnasamy, 2020).

3.11 Data Collection Techniques

The descriptive and inferential data collecting is an essential component of study effort. Whereas once study somehow doesn't obtain and acquire adequate and accurate materials, they will be unable to write a decent study that is in line with the study goals, goals, and concerns. Therefore in scenario, the research must think about a few factors during data collecting (Martins, 2018). Within such a section of survey method, the analyst has explored most of the pertinent topics in data gathering methodologies. When that comes to gauging employee opinions, anonym zed surveys, which are often provided by the company, are the ideal method.

3.11.1 Questionnaire

The questionnaire is a pre-written series of questions that is delivered to specified persons with the goal of obtaining data. In the worlds of academia and industry, questionnaire is amongst the most often used data gathering methods. Furthermore, many people are familiar with utilizing the survey as a data collecting tool. Because although questionnaires can be seen as the sole means of data collection, it is frequently advised that surveys would be combined with some other approaches in a multiple case study. From the other hand, has demonstrated that perhaps the usage of surveys in and of itself has several benefits. Firstly, surveys reduce cost and resources since they may be distributed to a large number of people at a cheap cost. Secondly, participants' thoughts and responses are delivered in a timely manner. Finally, answering the question is frequently a straightforward & simple procedure (Nguyen et al., 2018). Finally, survey participants can fill out surveys at dates and times that are convenient for themselves.

3.11.2 Primary Data

The experiment required primary data for the particular aim of studying the subject challenge. Observation activities, individuals, things, and surveys can provide survey method. Utilizes a variety of methodologies to address study challenges and aims, including surveys, interviewing, and surveys. The key benefit of actual information is that it is consistent with the study's goals. Information will be collected in this study by completing moderately interviewing with administration and polling workers and company with surveys (Rezaee, 2018).

3.11.3 Secondary Data

Secondary data is information that has already been obtained by somebody else a reason apart from the study's present requirements. Secondary data has the great attributes: it is easily available, generally affordable, and can be collected rapidly. It also aids researchers in formulating and understanding study problems by offering additional details than primary data. Historical, non - linear and none, and questionnaire data gathered were three main categories of quantitative information that may be utilized in studies. Secondary data should be obtained often from academic journals, studies, papers, magazines, and the websites for this study (Martins, 2018). Since the questionnaires pertaining to the studies adapt itself to exploring the

relevance amongst different factors, data acquired utilizing merge postal research methods is acceptable. To acquire trustworthy and meaningful study conclusions, a maximum output size is essential. Furthermore, it is reasonably affordable and offers the best chance of reaching out to new of responders who are geographically distributed. (Martins, 2018).

3.11.4 Quantitative Research

During survey method, the overall procedure is to develop a hypothesis by linking significant factors in a regulated context. Using quantifiable technique is referred to as the traditional, pragmatic, practical, or objectivist approach. According to (Article, 2019), the scientific method regards actuality as concrete, that is, material that should be assessed accurately that used a survey or apparatus. Quantitative research frequently employs series of questions descriptive research. The qualitative survey approach is being used for this study because of its capacity to capture information from a significant amount of individuals in a short amount of period. Moreover, whenever data is taken out of a sample set or community, this form of study is less involved about generalization outcomes. The form of data collecting is concerned with people's choices opinions and expectations, and must be carefully addressed. Throughout this questionnaire method, the study's partiality in approach is less recognized, and the challenge is frequently reduced and restructured to a particular area of interest (Article, 2019).

3.12 Data Analysis

All statistical analysis was done utilizing simple percentages after gathering and processing properly valid surveys. The basic significant proportion was used to display and evaluate the data from participants, although the square was used to testing theories. This Dao is used because it allows individuals to evaluate reported and estimated values accurately, because it's not always feasible to judge whether they want to be "strange sufficiently" to be regarded theoretically important merely by examining at these. These surveys were provided to randomized employees from many of the organizations indicated above, along with guidelines and explanation. After that, the finished surveys were gathered and analysed. Every company's profit for the previous six months was obtained, and indeed the standard of living to every company was calculated. The information was subsequently put through data methods, with the findings examined and presented (Phuong & Vinh, 2020).

The data were analysed using quantitative methods. For taking casting aspersions there in ambiguity, statistical is a corpus of methodologies and concept that is used to qualitative material. This analysed by using descriptive measures like summary statistics. Those fundamental components that explained over as numerous characteristics as feasible in the employee engagement part of the survey were extracted using structural equation model. The link between the dependent parameters, particularly work fulfilment and organizational support, was examined and measured using Spearman's alpha regression equation. Furthermore, regression was performed to dig deeper through into origin of something like the variables' connection. This data was analysed using the Statistical Package for Social Sciences (SPSS). The very last phase inside the architecture requires an analysis method once the actual data is obtained (Mikhalkina et al., 2020)

3.12.1 Qualitative analysis

This emphasis on texts instead of statistics is commonly accepted as a crucial element of qualitative analysis. According to (Bertolini et al., 2018) there is no universal approach for assessing descriptive methodology. The phrase questionnaire survey is frequently used interchangeably question and answer session. Psychology alludes towards the utilization of non-numerical data; therefore, descriptive analysis makes reference to data representations besides just words which that study investigates, including photos or film clips. Qualitative approach and theme stated that there are two separate methods of descriptive research. According to (Bertolini et al., 2018) method is a technique of comprehending and evaluating transcribed information by analysing data established by the study objectives and facts. According to (Bertolini et al., 2018), qualitative research is amongst the most well-known methodologies for assessing descriptive method.

3.12.2 Quantitative analysis

SPSS statistics methods are commonly used to do quantitative method. Chi-square evaluation, reliability test, multiple regressions, principal component analysis, and other approaches were among the most often utilized. Most quantitative method, on the other hand, starts with qualitative and inferential analytics to illustrate different characteristics of the data. According to (Haralayya, 2021), regardless of what kind of data gathered, it is essential to begin the research by identifying trends inside the original data. Substantial quantitative research study has concentrated with exploring the information about different sorts of similarities in order to construct hypothetical links. Interpretive data are commonly used after this to establish relationships or uncover causative elements in order to solve the questions of the study (Mikhalkina et al., 2020).

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