

Empirical evidence of job satisfaction among employees at sharia compliance hotel

Evidencia empírica de satisfacción laboral entre los empleados del hotel de cumplimiento de la sharia

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ABSTRACT

Nowadays, there are growing demands of sharia compliance hotels in Malaysia due to increasing number of Muslims visitors in this country. Basically, the ultimate aims of sharia compliance hotels establishment are to fulfill customer needs in the area of halal accommodation and food providers. Most of the research in this area are focusing on success factors towards increasing customer's satisfaction and lack of empirical evidence on study of employee satisfaction. Therefore, the purpose of this research is to determine factors that influence job satisfaction at the sharia compliance hotel. The main objective of this research is to study the relationship between work environment, reward, training, supervisor support and job satisfaction in the sharia compliance hotel. This research employed a quantitative research methodology thru questionnaire segregation. 135 copies of the questionnaire segregate in Melaka sharia compliance hotel among employees. The study used the data analysis through Statistical Package for Social Science (SPSS). The findings indicate that the work environment is the most influential and has resulted in a significant on job satisfaction among employees in Melaka sharia compliance hotel.

Keywords: Sharia Compliance hotel, Employee Satisfaction and work environment

RESUMEN

Hoy en día, hay crecientes demandas de hoteles de cumplimiento normativo de la Sharia en Malasia debido al creciente número de visitantes musulmanes en este país. Básicamente, los objetivos finales del establecimiento de hoteles de cumplimiento normativo de la Sharia son satisfacer las necesidades de los clientes en el área de alojamientos de Halal y proveedores de alimentos. La mayor parte de la investigación en esta área se centra en los factores de éxito para aumentar la satisfacción del cliente y la falta de evidencia empírica sobre el estudio de la satisfacción de los empleados. El objetivo principal de esta investigación es estudiar la relación entre el entorno laboral, la recompensa, la capacitación, el apoyo del supervisor y la satisfacción laboral en el hotel de cumplimiento normativo de la Sharia. Esta investigación empleó una metodología de investigación cuantitativa a través de la segregación de cuestionarios. 135 copias del cuestionario se segregan en el hotel de cumplimiento de la sharia de Melaka entre los empleados. El estudio utilizó el análisis de datos a través del Paquete Estadístico para Ciencias Sociales (SPSS). Los resultados indican que el ambiente de trabajo es el más influyente y ha resultado en una significativa satisfacción laboral entre los empleados del hotel de cumplimiento de la sharia de Melaka.

Palabras clave: Sharia Compliance hotel, Satisfacción de los empleados y ambiente de trabajo.

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1 Introduction

In general, Malaysia there have two type of hotel, which is conventional hotel and sharia compliance hotel. As the sharia compliance hotel, there have several type of regulation that must be fulfil by both people in the organization such as top management and employee. There have several type of hotel in Malaysia that included conventional hotel and sharia compliance hotel. The reason behind Malaysia popularity as a tourist destination are due to the strategic environment and geographical area. Mentioned by Tourism Malaysia (2017), Malaysia formed with various races and ethnic with various religions that live together in peace and harmony. Sharia compliance hotel is still process of early state in Malaysia, this hotel established by Halal Malaysia portal in creating the concept based on sharia principle and the hotel's performance is a very important contribution to the economic growth of the tourism sector (Pitra and Persiaran 2018). In today competitive and global environment, the awareness of image about sharia compliance hotel is very important among the Muslim tourism that come to Malaysia. As stated in Jabatan Kemajuan Islam Malaysia (2015) the halal industry which content of halal food, logistics, consumer goods and food hotel as well as in services become important by many countries especially Malaysia. In order to meet high quality service and customer satisfaction in hotel industry, the organization need to understand the factor that influence the satisfaction on employee that work in sharia compliance hotel industry.

Although, there are similarities between the concept of Muslim Friendly Hospitality Services and Halal Hospitality services, there are some significant differences. The sharia compliance hotel have benchmarked upon certain standards and audited periodically and conform to the standards. Such as MS2610:2015 is Services for Requirements, MS1500:2009 is Halal Food for Production, Preparation, Handling and Storage. MS1900:2005 is Quality Management System for requirement from Islamic Perspective (Jais.A.S 2016). As reported by Karim, Ahmad, & Zainol, (2017) shariah compliance hotel are no sharia managers at Islamic hotels as they rely on the Islamic Manager without assigning any special posts to control the operations of the hotel. Islamic hotel and sharia compliance hotel adhering to sharia concepts have the attraction of hotel marketing teams, a marketing strategy that will help organization to gain more customers, who really want need of sharia compliance concept and experience. For the sharia compliance hotel there have a several concept such as operation that need halal food, separate floor for staff. While for design and interior is about no red-light entertainment, separate room for customer and have Qiblat sign. (Karim, Ahmad, and Zainol 2017).

Currently, the organization realize that the job satisfaction is one of the element that can increase the performance and indirectly keeping the reputation of the organization, the organization need to ensure the satisfaction their employee and their level of working in hotel industry. Based on Gordon (1999), job satisfaction is achieved when the job that employee doing reach the standards of an individual, value, expectations and able to increase the performance and commitment of employee to organization. The job satisfaction is important for the improvement performance in the workplace and can increase productivity of the employee to in hotel industry. The workplace is one of the cause of job satisfaction, while Herzberg theory (1959) is the two factor theory states have definite some of the factor can affect the workplace which is job satisfaction and other one is no related set of the factor affect dissatisfaction. The major factor that influence the employee satisfaction with their job is work environment, training, supervisor support and payment. By reference to M. Hussein, (2015), the result of factor in their research is namely, work condition, relationship between supervisor and co-worker relation.

Besides that, the issue of labor earning in the hotel industry was critically discussed in many research or studies. Based on Jung and Yoon (2012), the exchange rate for hotel workers is high. The hotel continues losing the staff or employee because of the exchange rate (Aminudin, 2013). As reported by Hassan et al., (2015) the employee turnover was at low cadre staff is above 50% per annum in the past three years. The unofficial interview with workers in the establishment when revealing that hotel performance is rather weak due to lack pf employee commitment in their job.

Due to the great growth of the hotel industry, the productivity of hotel workers is gaining attention from the public. It is important to ensure high productivity of workers (Amdan et al., 2016). People believe that employee job satisfaction directly affects their productivity. Unhappy workers tend to be less creative and productive (Othman et al., 2014). Thus, it causes additional costs to the organization's expenses. The need to improve the productivity of workers in the hotel industry is as important as raising its safety as stated in Hoboubi et al., (2017). Employees with low job satisfaction will have lower integrity that can lead to criminal incidents Akbar Hosseini (2017). Motivated by this gap, this study has aimed to evaluate the most influential factor that effect job satisfaction in Melaka sharia compliance hotel. In accordance with Munir and Rahman (2016), states that a poor working environment is a direct cause behind increased job dissatisfaction that ultimately leads to an increase in turnover rates. Therefore, to ensure that customers become loyal and trust to the organization, the employee commitment about Islamic ethical values in their daily work is important (A. Ibrahim & Kamri, 2017).

2 Literature Review

2.1 Concept of sharia compliance hotel

The concept of SCH needs to be developed based on the perspective of Islamic business conduct and not as a slogan in promotional promotions. As determined by Karim et al., (2017) the Islamic hotel concept have several characteristic such as facilities in guest room, requirement and staff uniform that follow sharia compliance rule, and health facilities in service delivery. Besides that, the concept of food and beverages, household, work dress code, kitchen, room, and facilities offered is one of the unique concept in sharia compliance hotel compare to regular hotel (Idris and Abdul Wahab 2015).

In the view of Majdah Zawawi and Noriah Ramli, (2016) conclude that the definition of sharia compliant hotel is a hotel that provide services that follow the sharia principles, which include the overall operation of the hotel and not only limited to the scope of halal beverages and food. Not only that, in their discovery that the hotel needs to be paid by Islamic finance as shown below. As explained by Ahmad & Zainol, (2017), Workers must cover their aurat and interior designs and designs cannot come with human or animal pictures. In the operation majority the worker is Muslim and for floor or room for the female and male staff are separate. In Islamic countries, the sharia-compliant Hotel concept can be fully achieved where Sharia is administered law. This figure show proposes that all aspect must be meet for consideration as a sharia-compliant hotel but if the organization failure to meet one of the conditions, it will cause the hotel to be rated as a sharia-compliant Hotel.

As stated in Jais.A.S, (2016), to be certified by sharia compliance, the hotel must meet the criteria that have established and meet the needs of Muslims. Certification bodies, will assess the level of readiness and compliance and provide the necessary certification. This procedure is similar to the Halal certification procedure conducted by the Department of Islamic Development Malaysia (JAKIM). Since there is no certification body that will verify the level of sharia compliance, the Malaysian Institute of Standards Research (SIRIM) becomes the sole appraisers and certification bodies using sharia compliance standards.

Another respondent explained that, at our hotel we accept two Malaysian Standards such as MS1500: 2009 (Halal-Food Standards, Preparation, Halal Food Storage by JAKIM) and MS1900: 2005 (Malaysian Standard for Quality Management System-Requirements from Islamic Perspective) to carry out the Scheme. "Instead, respondent mentions that," sharia-compliant concepts apply only to restaurants ". The hotel implements different concepts of sharia compliance hotel in Malaysia so it is timely for the government to consider developing standard guidelines for sharia compliance hotel (Norzafir Md Salleh 2014). Without sharia compliance hotel standards, the sharia compliance hotel practice appears different from one hotel to another (Salleh et al. 2014).

Before being recognized as sharia compliance hotel, Malaysia needs to follow with these standard, this sharia compliance standard is to offer special operation and alternative service to meet the need of Islamic Tourism. By using the Maslahah concept (public interest) due to sharia compliant hotel requests, it is necessary to have a black and white regulatory framework that provides standards and guidelines in developing the sharia Compliant Hotel covering the entire of the hotel and not just limited to food provided at the hotel (Mohd-Sanusi, Ismail, Hidayati, & Harjito, 2015)it important to review on Shariah companies whether different levels of companies' uncertainties (risks).

The Government of Malaysia aspires to be the center of Islamic tourism among Muslim tourists in the world and one of the major tourist destinations in the Organization of Islamic Countries (OIC) countries. The Council on the Establishment of the Islamic Tourism Council (ITC) strengthens this aspiration. To achieve the status of this Islamic tourism center, the important factor such as the introduction of Islamic hotel or Shariah compliance hotel as a form of tourism services need to become apparent. (Jais.A.S 2016).

Islamic tourism and sharia compliant hotels concepts have gained a lot of interest in travel tourism with the growth of the Muslim population. Some leading tourism industry to consider halal and non halal force Tourists from others Islamic countries and the Middle East indirectly and directly. Suppliers in the industry are beginning to promote their hotel to attract the attention of Muslims so that they fully comply with the religious needs of Muslims. Some factors that affect Muslims who truly practice Islam and who truly understand and want to follow Islam have been considered and their needs are addressed by the tourism sector in the name of Islamic Tourism (Hassan 2015).

As explained by Salleh et al., (2014) some issues have been detected such as government regulations, applications for halal certificates, and standard sharia-compliant hotels. Encourage the hotel to acquire Halal certificates for restaurants or food and beverage outlets as a good encouragement for hotels to improve the quality of their ser-

vices. Shariah compliant hotel features, it seems that this is a requirement that must be fulfilled by the sharia compliant Hotel. However, it is still not complete as this is a minimum requirement. No written rules or classifications for a sharia-compliant hotel must exist. It seems that sharia-compliant Hotel operations and developments have no significant difference with convention hotel operations. As far as the Malaysian scenario, as a Muslim majority country, is regarded as a convenient and perfect destination that allows to meet almost all the needs of Muslim tourists in the form of good service, halal food, and accommodation (Majdah Zawawi1 and Noriah Ramli 2016).

2.2 Sharia compliance regulation

i) Food and beverage

Under the hotel sector categories there have Food premises directly involve food and beverage (F & B). In Malaysia, there are certain terms of food premises by the government for legal procedures. The Department of Islamic Development, JAKIM (2011) have declare the food premises such as food and beverages, and areas and building related to business. The restaurants, cafeteria, canteens, food, commercial kitchens, breads, cakes and pastries, fast food restaurants, restaurants and hotel kitchens, kiosks, catering services and more was a space of food premises. Refers to Malaysian Halal Food Standards for Production, Preparation, Handling and Storage in the General Guidelines (MS 1500: 2009), describing the task related to process of handling, packaging, distribution, storage, preparation, slaughter, processing distribution and involvement of food sales is factor of the food premises that have any type of building or structure either permanently or constructed on any land or closed construction others. Previous confession states that combination of preparation, preservation, packaging, storage, conveyance, distribution process or sale of any food and beverage activity is a place of food premises. (Food Act, 1983).

Otherwise, the development section of the Food Act, 1983 specifies specifically the manufacturing, packaging, and any form of food handling. As explained by Karim et al., (2017) For the features of guest services, participants emphasize that the Islamic Shariah utterances must come first when staff meet hotel customers. Food and drinks at all food outlets (restaurants, lounges, room service, banquet hall and seminar hall) must be halal and halal certificates are placed at the entrance to ensure customers can enjoy food. During Ramadhan, the hotel also provides Sahoor and Ramadan buffet (breakfast) for hotel customers. To make it easier for hotel customers who like to pray in the Jemaah (together). In terms of Department of Islamic Development Malaysia (JAKIM), Halal is defined as the subject of action or action permitted by Shariah law without penalty imposed on the perpetrator (JAKIM, 2012). The meaning of halal food is the food permitted under shariah principle and fulfills the following condition as in figure 1:

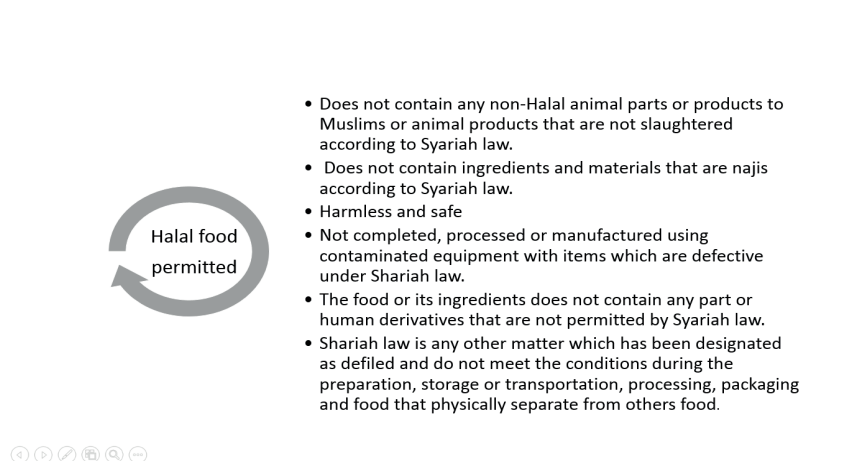


Figure 1: Halal food permitted

ii) Accommodation

The hotel rooms cannot serve food or drinks that are prohibited in the refrigerator especially those involving Muslim tourists. Furthermore, the room should be separated for female and male. In additional, they also suggest that every room for Muslim tourists should have instructions for performing Qiblat or prayer, Quran and prayers translation. It could be this situation can be considered a friendly Muslim hotel. With respect to the quality of service for the hotel usually refers to well-maintained and comfortable, cleanliness, convenient location and safety deposit box including conducive room facilities. (Mohd-Sanusi et al. 2015a)it important to review on Shariah companies whether different levels of companies' uncertainties (risks).

According to Karim et al., (2017) Participants also mention the size of the guest rooms, the size of guest rooms must be spacious enough for Muslim tourists to do prayer in the room and the room decor must be fully shariah that is not human or animal form as suggested by SCM decoration may be a form of painting or geometric painting. To facilitate hotel guests who like to pray in the congregation, the management has provided a wide and luxurious prayer space for men and women complete with prayers, qiblat signatures, Quranic verses, prayer veils, sarongs for men and women and ablution areas for facilitating hotel customers to take wudu' (ablution, washing their parts of the body for prayer purposes). The hotel must arrange their room capacity properly as this will affect their hotel performance. For shariah compliance hotel, they need to provide a separate Spa and salon, different rooms or floors for unmarried couples, recreational activities for men and women and provide separate swimming pool (Idris and Abdul Wahab 2015).

iii) *Entertainment*

As stated in Jais.A.S, (2016) Islam does not ban entertainment outright, but must be done within the limits of Shariah law. Certain musical instruments are allowed in Shariah principles. Music especially background music on public announcement system can be played, just select music that matches the image of Islamic hotel and Live entertainments allowed to be given to certain genres like traditional music and nasyid. Muslim Scholar is still divided into the use of musical instruments in entertainment.

The hotel forbids red-light entertainment like disco and pub. To maintain the management of the Islamic environment hotel decided to play azan during the prayer time and the background of the hotel's music more to the sentimental or Islamic sound (Karim, Ahmad, and Zainol 2017). Islamic values mean not to do things that are contrary to Islam, such as fornication, excessive entertainment and ignorance (Rasit et al. 2016). Based on Hassan, (2015), Muslim travelers are motivated to stay in hotels where there is no Halal activity or does not encourage such activities and entertainment to be conducted with privacy..

2.3 Factors toward job satisfaction employee in Halal hotel industry.

i) *Work Environment*

The result is working condition is positively influence in job satisfaction and important to management to ensure that the working environment should be safe and comfortable, and the work schedule is flexible, and employee right need to be consider of important and therefore should be promoted (M.Hussein, 2015). As determined by Mohd Said et al., (2017) the result show that the relationship between job satisfaction and working environment is accepted and the working environment is the factor that influence job satisfaction employee.

By reference to Raziq & Maulabakhsh, (2015) the different organization ensure that their employee are working in friendly and nice environment to operate until their maximum potential. Good working environment such as level of commitment, employee loyalty, productivity, develop a sense of ownership and efficiency and effectiveness among employee can increase organization effectiveness and reduce result of dissatisfied employee. Working hours, esteem needs, job safety and security, top management and relationship with co-worker is included in working environment that have be concern by employee.

In accordance with Thao & Hwang, (2017) the characteristic that differentiate the organization from others competitor is rules, regulation, procedures and policies and the action outcome of goals that using in the organization and employee. This characteristic is a set of working environment that including behaviour component, management, physical depending on the administrative and relation pattern between them philosophy. However, the direct and indirect will affect the performance at work and individual behaviour that lead to achieve the organization goals. There have a positive relationship between work environment and employee performance, which mean the employee satisfaction with their working environment in hotel (Chei et al. 2014)

By reference to Waqas et al., (2014) job satisfaction can be influenced by the quality of the physical environment in which they fulfil their duties. Whether the work is cognitive or physical, it can be done in environment that surrounded by physical and social aspects. Such as office equipment, satisfactory work space, noise, thermal environment, usability-related issues, and appropriate lighting. (Masood et al. 2014) In this research, management can work effectively by creating a comfortable environment and advanced working environment to make it, not difficult for workers to work efficiently and effectively. Workplace should be designed in such a way as to increase employee productivity and increase the welfare and health of employees. Besides that, affecting factor that improve the level of employee satisfaction is smooth communication, comfortable working conditions and teamwork are enhanced by the presence of an excellent work environment.

ii) *Reward*

As stated by Bustamam et al.,(2014) Reward system is consist of salary raises that is financial reward and non-fi-

financial reward. The result will influence customer satisfaction, loyalty and impression toward the organization. The result has shown that the monthly of the employee that work at hotel industry at Klang Valley, Malaysia do not exceeding RM 2000. It show most of the respondents are not satisfied with their salary. The non-financial reward is important to reach job satisfaction among employee.

The remuneration influence of job satisfaction employee at the hotel. The result show that the management need to focus more attention not only pay in term of money paid, management need to considered the remuneration that include the financial rewards, amount paid out as a salary, bonuses amount and non-financial reward such as voucher schemes element and extra holidays (M.Hussein, 2015). The compensation plan one of the role of rewarding employee that make them perceive appreciated and motivated which lead to job satisfaction and increase probability to stay within an organization. The Financial reward is one of the most important factor and not only to fulfil the financial reward but also have a social meaning (Nyaura and Omwenga 2016).

As explained by Waqas et al., (2014) Organizations need to develop a formal reward-based system to promote engagement in employment. Acknowledgment of excellence for any related effort by any employee, the department should be rewarded as a way of supporting a certain level of performance. The reward system should be produce within an organization based on individual achievement.

iii) Training

According to Jaworski et al, (2018) the training satisfaction is one of the independent variable in job satisfaction that important predictor of job commitment and the knowledge of training method can help employee accommodation make effective resource allocation decision. The organization need to know what type of training program that they give to employee and know whether the program is given good result or not, it if where is the problem creating. (N. Veena | K. Jayanth 2018)

By reference to Thao & Hwang, (2017) training is given to new or current employee about skill they need to approach new technology and qualified for high technical and improve their efficiency to be international project. The organization need to give motivated, confident and passionate team working to give employee satisfied. Training can increase the ability of employee satisfaction by job training, job rotation, mentoring and coaching, this will make employee doing job in better way. Masood et al., (2014) defined, factor that consider as a useful tool for employee is training, that can perform their duties in following with the standard set by the organization. To get better job performance and satisfaction among employee, training sessions are required periodically to improve the skill needed to perform their duties.

As explained by Zahid et al., (2017) to increase the job satisfaction and organization commitment at workplace, the organization need to promote the culture of communication and regular program and the employee need to involved in the day-today affair to get smooth operation. To make empowerment can be more successful in organization, employee need to get specific skill, knowledge and information about overall work scope. A well training employee can make good decision toward their job and task given (Chei et al. 2014).

iv) Supervisor Support

In the view of Mohd Said et al., (2017) the result show that the relationship between supervisor support and job satisfaction is accepted and the supervisor support is the factor that influence job satisfaction employee. The study result Grobelna et al, (2016) indirect effect of supervisor support and employee was important in job satisfaction. While job demand of employee will bring role ambiguity and role conflict to unsatisfied employee and cause employee having leaving intention to leave the organization.

Based on Gok, Karatuna, & Karaca, (2015) the employee that received support from their supervisor became more identified with the organization and increase job satisfaction among employee. The supervisor play a critical role, they consider as agent of the organization to lead and assess employee and provide information about organization strategies and goals. By providing supervisor support and being fair in work it can increase employee confident that leads to job satisfaction to employee. (Qureshi and Hamid 2017). The result show employee should be treated fairly and the supervisor communicate information effectively with employee (M.HUSSEIN, 2015).

2.4 Job satisfaction

From start until now, the job satisfaction is a key to improve the performance of the organization. If employee satisfied with their work and show success with their performance it will give benefit to organization but if the employee is unsatisfied with their work and fail to show their performance, it not only affecting the themselves but it also can effect to the performance of organization.

Over the years, a lot of researcher having different approaches towards definition of the job satisfaction. As stated by N. Veena | K. Jayanth, (2018) the definition of job satisfaction is the extent to which job satisfaction is satisfied and fulfilled by the employer and general attitude toward the job. Job satisfaction is considered to be an important assessment of the work of the employee and a product of satisfaction. Employee satisfaction will impact the characteristic and as a product of satisfaction to the organization.(Zahid, Shaikh, and Zehra 2017). Besides that, according to Vijit Chaturvedi, (2016) job satisfaction is usually defined as a reaction to the attitude of the worker towards the job, based on the comparison of the actual result with the desired result. It is generally recognized as a multi-faceted form which includes the various intrinsic and extrinsic variables of employee feelings.

Next, the job satisfaction is important to employee and organization. Employee dissatisfaction with their work will cause reduce of performance. As reported by Bustamam, Teng, & Abdullah, (2014) the result show, many organization in hotel industry are unable to identify employee job satisfaction in term of reward to cultivate the employee. The employee that work for the long term will get bored and demotivated, this will lead to reducing job satisfaction and performance of employee especially hotel receptionists that lack opportunities for job rotation. The result from previous research shows the related satisfaction and positive feeling towards happiness from volunteer experience.

2.4.1 Measurement of Job satisfaction employee

The problem that happen when measuring job satisfaction is many technical problems, determining, improving, and measuring job satisfaction is not so easy, because there have a psychological effects and concerns about them. To stay away from this problem, many researcher were conducted and questionnaires were developed to address factors related to job satisfaction and to measure the level of job satisfaction. As determined by Thao & Hwang, (2017) measuring the level of factors affecting the effectiveness of employee work performance. According to the study, it will be analyzed by using multiple regression analysis using SPSS software because there are some independent variables and their influence should be seen on the performance of employees who are single dependent variables.

Since it is not a simple matter and it consists of various factors. The comparisons and judgment between various alternative can be better if the question is be detailed and easy technique, such as “Factors that are more important to you than others”. Compare to asking the employee “which factor is more important to you.” Analytic Hierarchy Process (AHP) is a systematic method for managing factors in a hierarchical structure; it give a comparison between the factors that influence job satisfaction and it resolve or determines factors that exceed the other factors. Relevant judgments and measurements can be made with a preference scale, derived from the assessment of these measurements, and paired comparison measurements. In this way, weight to factors can be evaluate. Simply put, this technique forces respondents to make choices between the two alternatives given at each level and allow decision makers to systematically rate various factors by comparing them to each other, in the end, to what extent the dominating factor is achieved (Unutmaz 2014).

3 Methodology/Materials

This research is based on a deductive approach. The data for this study were collected through a questionnaire survey. The questionnaire was aimed to be more objective than subjective and can find the most critical factors that can give impact of work environment in the organization towards business sustainability in hotel industry at Melaka. This paper focused on the job satisfaction among employee in Halal hotel and 135 respondents were collected from all age to answer through Halal hotel in Melaka. All the data that has been collected through questionnaire from the respondent entered into the SPSS software for analysis section.

3.1 Operationalization of Construct

The conceptual framework that is presented and defined in the literature review have been the base for the theoretical framework to be able to guide the questionnaire and to analyse the gathered empirical data. An operationalization is important in research as it confirms that the conceptual framework is answered and measured in a rigorous way based on five point of Likert scale as describe in table 1.

Table 1. Operationalization of constructs and scale of measurement

Constructs	No of items	Scale of measurement
Work environment	6	Likert Scale (1-5)
Reward	6	Likert Scale (1-5)
Training	6	Likert Scale (1-5)

Supervisor support	6	Likert Scale (1-5)
Job satisfaction	6	Likert Scale (1-5)

The responses from strongly agree in one end to strongly disagree to another end with the scoring of one to five focuses. Preceding run investigation, the score for every factor was entirety up. The higher the score demonstrates that the larger amount which it gives the management for increasing job satisfaction among employee in the hotel industry. The measurement for this research details in table 2.

Table 2. Measurement of variables

Label	Items
WE	1:I have very comfortable physical working environment in my organization. 2:My organization have a strongly consider and care for my well begin and goals. 3:My organization provide benefit to working condition and environment for their employee. 4:My organization has successfully created an employee friendly environment by integrating specialized work arrangements. 5: The security in my organization is sufficient. 6: Overall, my organisation is an enjoyable place to work.
RW	1: Compensation and reward are very important in order for me to stay with the organization 2: The reward that I get based on my performance. 3: My organization provide non-financial benefits (leave benefits, retirement plan, health benefits) to their employee. 4: In this hotel, Employee Salary increases are decided on a fair manner. 5: This hotel provide basis payment. For example overtime payment 6: My salary is satisfactory in relation to what I do..
TN	1: My company provides me the opportunity to improve my skills. 2: I have a lot of chance to learn new things in this hotel. 3: My organization frequently arranges training programs for the employees. 4: The job that I do in this organization will give me benefit in the future. 5: Effective training can change the attitude of workers in an organization. 6: I am satisfied with the training and development provided by the company
SS	1: My supervisor discuss about most important values, beliefs and mission about my work. 2: My supervisor encourages me to make the most of real skills and capacities to the jobs. 3: My supervisor encourages me to make the most of real skills and capacities to the jobs. 4: To make job decisions, my supervisor collects accurate and complete information. 5: When making decisions about my job, my supervisor offers explanations that make sense to me. 6: My supervisor gives me careful attention on working conditions.
JS	1: My job is very interesting. 2: My job has more advantages than disadvantages. 3: I feel that I am really doing something worthwhile in my job. 4: My work gives me a sense of accomplishment. 5: I really enjoy my work. 6: In general I am satisfied with my work.

4 Results and Findings

4.1 Descriptive Analysis

Respondents demographic data represents the information about gender, age, education level, position in working department and income in the month. This demographic data profile of employee that working in Halal hotel with 135 respondents. The result shows that the majority of employees were male with 52.59% about 71 respondents compared to 47.41% female about 64 respondents. The result of alpha value in table 3 for this reliability analysis between all independent variable and dependent variable is > 0.70 which is reliable.

Table 3. Measurement of variables

	Variables	Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	No of Items
Independent Variable	Work Environment	.694	.695	6
	Reward	.734	.735	6
	Training	.719	.719	6
	Supervisor Support	.740	.739	6
Dependent	Job Satisfaction	.609	.605	6

4.2 Regression Analysis

Based on Table 4 below, indicates the relationship between independent variables which are work environment, reward, training and supervisor support and only job satisfaction as the dependent variables. The result for entire summary of findings showed that the positive number of the R value. Multiple regression coefficients, $R = 0.797$ indicates a high degree of correlation. Therefore, the R value is more than ± 0.70 which mean it has a strong relationship and has a positive relationship. R squared shows the value of 0.635. This suggests that job satisfaction (dependent variable) is influenced 63.5% by the independent variable (work environment, reward, training and supervisor support), while the rest ($100\% - 63.5\% = 36.5\%$) were influenced by the other factor or causes which were not discussed in this research.

Table 4: Model Summary of Multiple Regression Analysis

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.797 ^a	.635	.624	1.197

F-test is used to determine whether the model is a good fit for the data. The significant testing is used to test the relationship between variables and the results of the significant value will tell if there is a statistically significant correlation between variables. Refer to the ANOVA in table 5 above show the significance level for this Multiple Regression Analysis test is below than $p = 0.05$ which is a 5% level of confidence in the results. This means less than 5% chance that the result is a coincidence for the research.

Table 5: Regression Analysis on ANOVA

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	324.712	4	81.178	56.652	.000 ^b
	Residual	186.281	130	1.433		
	Total	510.993	134			

Table 6 indicates that Beta values which mean individual independent variables influences on dependent variables. The results showed that $B_1 = 0.416$, $B_2 = 0.189$, $B_3 = 0.058$ and $B_4 = 0.208$ respectively to all independent variables. It shows that Work environment has the highest B value among other variables and strong influences on the job satisfaction with B value 0.416. It described that 41.6% variation in job satisfaction cause due to work environment with the ($t=5.173$, $p<.001$) Whereas, the supervisor support was the second higher predictor of job satisfaction with the B value 0.208 with the variation of 20.8% and $t=3.173$ $p<.001$. This was followed by reward indicates the B value 0.189 with he variation of 18.9% and $t=2.126$, $p<.001$. Training had the lowest influences on the job satisfaction, the B value 0.058 with the variation of 5.8% and ($t=1.294$, $p>.001$).

Table 6: Regression Analysis on Coefficients

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		Std. Error	Beta			
1	(Constant)	3.572	1.839		1.943	.054
	Work environment	.416	.080	.470	5.173	.000
	Reward	.189	.089	.189	2.126	.035
	Training	.058	.045	.069	1.294	.198
	Supervisor support	.208	.066	.220	3.173	.002
Dependent Variable: Job satisfaction						

The unstandardized coefficient (B), the standardized coefficient (Beta), and the significant level were determined by t-test. After examining the B value, independent variable, the work environment, reward, and supervisor support was making a significant contribution to the prediction model.

The relationship can be marked as the following equation from the analysis from the Table 6 above:

$$Y (\text{Job satisfaction}) = 3.572 + 0.416 (\text{Work Environment}) + 0.189 (\text{Reward}) + 0.208 (\text{Supervisor Support})$$

The coefficient for work environment is 0.416. It means for every unit increase in work environment, a 0.416 unit increase in job satisfaction is predicted, while other variables were set as constant. The coefficient for reward is 0.189. It means for every unit increase in reward, a 0.189 unit increase in job satisfaction is predicted, while other variables were set as constant. The coefficient for need for training is 0.058. It means for every unit increase in need for training, a 0.077 unit increase in job satisfaction is predicted, while other variables were set as constant. Lastly, The coefficient for need for supervisor support is 0.208. It means for every unit increase in need for supervisor support, a 0.208 unit increase in job satisfaction is predicted, while other variables were set as constant.

H1 : There is a positive significant relationship between work environment and Job satisfaction among employee in sharia compliance hotel.

Accept H1

From Table 6 shows the result between work environment of the independence variable and job satisfaction, which is dependent variable. The result indicated significant value of work environment, $p = 0.000 < 0.05$. It means that there is a positive significant between work environments towards job satisfaction among employee in sharia compliance hotel. Therefore, H1 is accepted in this study. The work environment positively affects job satisfaction.

H1: There is a positive significant relationship between rewards and Job satisfaction among employee in sharia compliance hotel.

Accept H1

Table 6 shows the result between reward of the independence variable and job satisfaction, which is dependent variable. The result indicated significant value of reward, $p = 0.035 < 0.05$. It means that there is a positive significant between rewards towards job satisfaction among employee in sharia compliance hotel. Therefore, H1 is accepted in this study. The reward positively affects job satisfaction.

Ho: There is no significant relationship between training and Job satisfaction among employee in sharia compliance hotel.

Table 6 shows the result between training of the independence variable and job satisfaction, which is dependent variable. The result indicated significant value of reward, $p = 0.198 > 0.05$. It means that there is no significant between training towards job satisfaction among employee in sharia compliance hotel. Therefore, H1 is rejected in this study. The training negatively affects job satisfaction.

H1: There is a positive significant relationship between: Supervisor support and Job satisfaction among employee in sharia compliance hotel.

Accept H1

Table 6 shows the result between supervisor support of the independence variable and job satisfaction which is dependent variable. The result indicated significant value of supervisor support, $p = 0.002 < 0.05$. It means that there is a positive significant between supervisor support towards job satisfaction among employee in sharia compliance hotel. Therefore, H1 is accepted in this study. The supervisor support positively affects job satisfaction.

5.0 Significant Implication of the Research

This study has combined several perceived factors from literature review done by various previous researchers. Not all variables were significant in this study, but work environment, reward and supervisor support are the significant variables. The work environment, rewards, training and supervisor support is a crucial aspect that needs to be emphasized by not only the hotel industry but any other organizations as well in order to maintain and enhance employees' job satisfaction. In Malaysia as well as in other countries, there are only a few studies been carried out to evaluate the factor (Work environment, rewards, training and supervisor support) and job satisfaction of Halal hotel employee (Pitra and Persiaran 2018). As the sharia compliance hotel industry is less interested in compared to other industries despite its importance, research studies on how factors and job satisfaction interact with each other are still inadequate.

The purpose of this study is to fill the gap by presenting a comprehensive understanding of the topic mentioned in sharia compliance hotel. Based on the reliable finding as shown in previous chapter, the independent variables (Work environment, rewards, and supervisor support) are proven to be significantly affecting the job satisfaction of hotel employees. Besides that, there are compare to the Independence variable (training) that have been proven not have significantly affecting the job satisfaction. The results of this research deliver meaningful information regarding the significance of providing a satisfying work environment, reward and supervisor support and how will it affects employees' job satisfaction. Accordingly, it is useful for the policy makers, practitioners, human resource department and also the relevant personnel of hotel industry as well as the other industries. Additionally, the result is also useful as a reference for the future research.

This study has been carried out on four variables that affect job satisfaction. These four factors are work environment, rewards, training and supervisor support. This research has provided useful and reliable information for future researcher. Besides that, this research also helps manager to figure out the significance of job satisfaction among employee at sharia compliance hotel, so that, the manager can provide high quality of service and to increase the reputation of the organization in organization. Which mean the higher the job satisfaction among employee, the higher the quality given by employee to the organization.

Based on the result of this studies, the significant of the studies is work environment, reward and supervisor support. The employee will have a job satisfaction when they have a comfortable work place, the reward are given based on their performance and more importantly the supervisor support that will give a motivation to the employee to know that they get compliment from their supervisor. In addition, this research is also used to identify successful organizations. For example, employees will improve their performance when they become concerns by the organization. Hence, employees who are willing to contribute all efforts, skills, knowledge and skills to the organization. It can create positive perceptions to customers in the hotel industry.

As reported by Ministry of Tourism and Culture Malaysia, it has five objectives. This studies successfully achieved the policy based on the objectives which are the first is to strengthen the arts of the state, cultures, and heritage to improving the national unity centered on the National Cultural Policy, second is to boost the cooperation and synergy between the tourism and culture industry players to making Malaysia the favored cultural and tourist destinations. The following is to reinforce the tourism industry and cultures industry sectors to allowing the nation's economy and the forth is to endorse Malaysia's exclusivity in culture, heritage and arts as the foremost catalyst for the development in culture and tourism sectors and lastly to improve the knowledge, skill, creativity and advanced person in culture and tourism sectors.

Based on the study on the role of factor influence job satisfaction among employee at Melaka sharia compliance hotel. This policy maker have be support by the government, which they want to make sure the tourism that came to Melaka are satisfied with the environment in the hotel and feel comfortable when tourism stay overnight at Melaka sharia compliance hotel. When tourism are satisfaction, it can affect the number of tourism that come to Melaka. The government need to increase the training factor among employee at sharia compliance hotel to increase not only for employee satisfaction is also can increase the image of Melaka.

6.0 Limitation

There are several limitations in this studies. Firstly, the area of the study conducted in the city hotel industry in Melaka only. The number of respondents is small that only 135 respondents. The target respondents are too nar-

row and the range of respondents is too limited. Therefore, the data collected is too small, it may limit the accuracy of the research. Additionally, researchers also do not have enough time to research more about upgrading the level of usage of purchase services in terms of online ordering to convince consumers to use online purchase services.

Lastly, the limitation of resources also brings certain obstacles to our research. This research only use quantitative method. During this process, a set of questionnaire scale was designed and distributed to target respondents. The research noticed that some of the respondent answer the question without seriously effort. This is happening probably caused using quantitative methods in collecting data, it difficult to interaction between the researcher and the respondent is limited. Respondents cannot inquire directly to researchers and researchers cannot explain their doubts in an effort to improve their understanding and respondents may not answer questions correctly in accordance with what they think and behave.

7.0 Conclusion

This research is about an empirical evidence of job satisfaction among employees at Melaka sharia compliance hotel. As discussed in the previous chapter, it can be concluded that the job satisfaction which is the work environment, rewards, and supervisor support are directly related and significant with job satisfaction among employees at Melaka sharia compliance hotel and the training was not significant this is because some of the employee think that training cannot satisfied them. In this research, various methods were used to respond to the goals developed. Some techniques have been used to evaluate the acquired information such as group indicator mean score, assessment of validity and reliability, inferential assessment and testing of hypothesis.

In addition, to raise the job satisfaction such as work environment, rewards, and supervisor support, the sharia compliance hotel industry must acquisition the high satisfaction of their employee toward the hotel industry. It is very crucial that the organization understands their need and their employee's desires that can also attain their vision, mission and goals. Through the discussion, it showed that work environment is highly significant relationship towards job satisfaction in halal hotel industry where employee can get get comfortable physical working environment. Thus, job satisfaction can successfully create a friendly environment by integrating specialized work arrangement.

The researcher concludes this chapter had been discussed on concluding the data analysis in chapter four with providing the suggestions to enhance the empirical evidence of job satisfaction among employees at Melaka sharia compliance hotel. Besides, the research questions have been answered in the previous chapter by using the result of data analysis and also answered the research objectives of this research.

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