

# **A STUDY OF JOB SATISFACTION AMONG TEACHERS**

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Master of Science Management  
Universiti Utara Malaysia  
Sintok Kedah

By:

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I certify that any help received in preparing this thesis and all sources used have been acknowledged in this thesis.

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## ABSTRAK

Tujuan utama kajian ini dilakukan adalah untuk mengkaji tahap kepuasan kerja di kalangan guru-guru di daerah pedalaman Sik, Kedah. Berdasarkan tujuan tersebut, beberapa faktor seperti faktor peribadi dan faktor organisasi dikenalpasti dalam mempengaruhi tahap kepuasan kerja guru-guru tersebut. Faktor-faktor personal seperti umur, gender, pengalaman kerja dan personaliti dilihat sebagai mampu untuk memberi pengaruh kepada kepuasan kerja. Manakala beban kerja, penyeliaan dan kenaikan pangkat pula sebagai faktor organisasi dalam mempengaruhi kepuasan kerja. Data diperolehi dari 73 responden melalui borang kaji selidik. Seterusnya data dianalisis dengan menggunakan SPSS versi 12.0. Tujuh hipotesis utama telah diuji menggunakan kolerasi. Penemuan hasil kajian menunjukkan terdapatnya hubungan yang signifikan di antara pentadbiran dan penyeliaan dengan kepuasan kerja (nilai beta = .462, p .01 – hubungan signifikan), beban kerja dengan kepuasan kerja (nilai beta = .675, p .01 – hubungan signifikan), kenaikan pangkat dan kepuasan kerja (nilai beta = .271, p .05 – hubungan signifikan) dan juga gender dengan kepuasan kerja (nilai beta = .281, p .05). Hasil kajian juga menunjukkan hubungan signifikan yang wujud secara negatif di antara umur dan kepuasan kerja (nilai beta = -.279, p .05) dan pengalaman kerja dengan kepuasan kerja (nilai beta = -.262, p .05). Berdasarkan hasil kajian itu juga menunjukkan kesemua faktor-faktor yang terlibat mempengaruhi kepuasan kerja. Justeru, pelbagai cadangan diutarakan untuk memastikan kepuasan kerja di kalangan guru dan cadangan-cadangan tersebut telah mengambil kira faktor-faktor yang terlibat agar para guru dapat memberikan perkhidmatan yang terbaik kepada anak didik dan seterusnya menyumbang kepada pembangunan negara melalui pembangunan modal insan.

## ABSTRACT

The main purpose of this study is to examine the job satisfaction among teachers in the remote area of Sik, Kedah. Based on the objectives, several factors had been identified in influencing the job satisfaction of the teachers involved. The factors are personal factors that comprise age, gender, working experience and personality as well as organizational factors, which consist of workload, promotion and administrative supervision. These factors seem to be influencing job satisfaction. The data was collected from 73 respondents by using a structured questionnaire. The data was then analyzed using the SPSS Version 12.0 software. There were seven main hypotheses that were tested using correlation analysis. Results of the study indicate that there exists significant relationships between administrative supervision and job satisfaction (beta value = .462, p .01 – significant relationship), between workload and job satisfaction (beta value = .675, p .01 – significant relationship), between personality and job satisfaction (beta value = .574, p .01 – significant relationship) , between promotion and job satisfaction (beta value = .271, p .05 – significant relationship), and finally between gender and job satisfaction (beta value = .281, p .05). Results of the study also indicated that there exists a significant relationship with a negative value between age and job satisfaction (beta value = -.279, p .05 - significant relationship), as well as between working experience and job satisfaction (beta value = -.262, p .05 - significant relationship). Based on the results, all the factors do influence job satisfaction in both a positive and negative way. Therefore, all the factors should be taken into account and consideration when any suggestion or plan is to be made on the teachers' job satisfaction. This is to ensure that the teachers will deliver the best services to their students, thus contributing to the development of the nation through human capital development.

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# CHAPTER 1

## INTRODUCTION

### 1.0 Introduction

This chapter introduces the study in which we look at factors concerning job satisfaction. The first and second chapters outline the aims and guiding research questions with a review of the relevant literature. Chapter 3 provides the research methodology of the study. In Chapter 4 the discussion of the results and findings will be presented. Finally in Chapter 5, the conclusions and recommendations are made based on the results and findings.

Job satisfaction concerns every worker in the entire world. Job satisfaction and employee motivation are topics of interest and research within the business or job world because satisfied and motivated employees are loyal to the organization and help production increase. In other words, human factors still play an important role along with technological, financial and time factors.

Job satisfaction remains one of the most popularly studied topics; due to the importance of job satisfaction for the people, the organization and the nation. As for the workers, job satisfaction is important for the employees' mental health (Smith, Kendall and Hulin, 1969). In studying job satisfaction, factors that influence or affect job satisfaction are vital to be addressed before further study or research can be done. There are many factors affecting job satisfaction. One of the types of factors are organizational factors such as working conditions, or that relate to the working conditions i.e. supervisory, workgroup cohesion, organizational constraints as well as

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