A STUDY ON THE FACTORS THAT INFLUENCE JOB SATISFACTION AMONG LECTURERS IN UNIVERSITI UTARA MALAYSIA

By
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ABSTRACT

Job satisfaction has been an increasingly researched field of study since the past research shown the important to the organization as a whole. Despite the increase in attention given to the study of workplace satisfaction, there is still question on the relationship and affects to the satisfaction. This study tries to identify the relationship between the salary, job stress, career promotion and working environment in the academic community towards job satisfaction of the lecturers. The current research has been conducted among 226 lecturers in Universiti Utara Malaysia (UUM). A questionnaire survey based research was used to collect data and analyzed using Pearson correlation and linear regression to identify the relationship and test the hypothesis. The findings of this study indicate, that there is a significant and positive relationship between salary, job stress, career promotion, working environment and job satisfaction. Job stress was found to be not significant in affecting the job satisfaction of lecturers.

**Keywords:** Job Satisfaction, Salary, Job Stress, Career Promotion and Working Environment
ABSTRAK


Kata Kunci: Gaji, Tekanan Kerja, Kenaikan Pangkat, Persekitaran Kerja dan Kepuasan Kerja
Acknowledgement

I borrow this phrase, writing a story book is simple and easy - all you have to do is sit down at a word processor and open a vein. Working on a research project is not that easy – it would never have been completed without the incredible amount of help and support I received from my supervisor, many of my colleagues, family and friends. I would like to thank, without implicating, all of you.

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I have always believed in this man, Mahatma Ghandi and his wisdom – “In doing something, do it with love or never do it at all”. Through the process of understanding and learning the research process, I have myself experienced these words, without the passion and interest it is not possible to complete this labor of love.

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List of Abbreviations

CAS    College of Arts and Sciences
COB    College of Business
COLGIS College of Law, Government and International Studies
KMO    Keiser-Meyers-Oklin test
MOE    Ministry of Education
MOHE   Ministry of Higher Education
SPSS   Statistical Package for Social Science
UUM    University Utara Malaysia
CHAPTER ONE
INTRODUCTION

1.1 Introduction

This chapter briefly explains the environment of the Malaysian Higher Education system and
the importance of lecturers’ job satisfactions towards the achievement of the future plan of
the Ministry of Education. In addition, this chapter also highlights the problem statement of
the study, research questions, and research objective and also the definition of terms used in
this study.

1.2 Background of the Study

For decades, many researchers have examined the topic related to job satisfaction and
investigate the determinants of job satisfaction that has been reported satisfaction and
dissatisfaction significantly influence an employee morale, organization productivity,
commitment to job, absenteeism as well as turnover rates. It was interest and continuing topic
that studied by many researchers about 5000 reports, articles and publication related to topic
of job satisfaction (Cranny, Smith, & Stone, 1992).

Most researchers make an effort to investigate the concept and theories related to job
satisfaction used in any of the industrial organization, banking sector and institutions of
higher education. Therefore, it is important for researchers stress on and not to be overlooked
the topic of job satisfaction among academics institutions of higher education.
The contents of the thesis is for internal user only
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