

**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**

Kepuasan kerja dalam organisasi merupakan satu bidang kajian yang telah dikaji secara mendalam dan kajian-kajian lalu memberi keutamaan kepada bidang ini secara berterusan. Di sebalik peningkatan dalam perhatian yang diberikan kepada kajian kepuasan di tempat kerja, masih terdapat persoalan dalam perhubungan dan kesan dengan kepuasan kerja. Kajian ini cuba untuk mengenal pasti hubungan antara gaji, tekanan kerja, kenaikan pangkat dan persekitaran kerja dalam komuniti akademik terhadap kepuasan organisasi. Kajian ini telah dijalankan di kalangan 316 pensyarah di Universiti Utara Malaysia (UUM). Kajian ini dijalankan menggunakan tinjauan soal selidik untuk mengumpul data dan dianalisis menggunakan korelasi Pearson dan regresi linear untuk mengenal pasti hubungan dan menguji hipotesis. Hasil kajian ini menunjukkan, bahawa terdapat hubungan yang signifikan dan positif antara gaji, tekanan kerja, kenaikan pangkat, persekitaran kerja dan kepuasan kerja. Tekanan kerja didapati tidak signifikan dalam mempengaruhi kepuasan kerja pensyarah.

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

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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.

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