EXAMINING THE RELATIONSHIP BETWEEN JOB DEMANDS, JOB RESOURCES AND WORK ENGAGEMENT AMONG ACADEMICS IN MALAYSIA

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Abstract

This study examines the direct relationship between workload, work pressure, autonomy, social support and performance feedback and work engagement. A total of 380 questionnaire were personally distributed to respondents from threee universities, namely Universiti Utara Malaysia, Universiti Malaysia Perlis dan Universiti Teknologi MARA after permission was granted by the university' management. Out of 380 questionnaire distributed, only 181 questionnaire were returned, representing a response rate of 47.63%. However, only 176 were usable for further analysis. Hypotheses for direct relationship was tested using multiple regression analyses. Results showed that only social support was positively related to work engagement. In the study, work pressure was hypothesized to be negatively related with work engagement, but the results show the opposite. Implications of the findings, potential limitations, and directions for future research are discussed.

Keywords: Work Engagement, Workload, Work Pressure, Autonomy, Social Support, Performance Feedback

Abstrak

Kajian ini mengkaji hubungan langsung antara bebanan kerja, tekanan kerja, autonomi, sokongan sosial, maklumbalas prestasi dengan keterlibatan kerja Sebanyak 380 borang soal selidik telah diedarkan secara peribadi kepada responden di tiga buah universiti iaitu Universiti Utara Malaysia, Universiti Malaysia Perlis dan Universiti Teknologi MARA selepas mendapat kebenaran daripada pihak pengurusan universiti. Daripada 380 borang soal selidik yang diedarkan, 181 soal selidik telah diterima semula, dan hanya 176 soal selidik digunakan untuk analisis selanjutnya, dengan kadar maklumbalas sebanyak 47.63%. Hipotesis ke atas kesan langsung diuji menggunakan analisis regresi berganda. Dapatan kajian menunjukkan bahawa hanya sokongan sosial mempunyai hubungan yang positif dengan keterlibatan kerja. Dalam kajian ini, tekanan kerja dijangka mempunyai hubungan yang negatif dengan keterlibatan kerja, namun dapatan kajian menunjukkan yang sebaliknya.. Manakala. Implikasi dapatan kajian, limitasi kajian, dan cadangan bagi kajian susulan dibincangkan.

Kata kunci: Keterlibatan Kerja, Bebanan Kerja, Tekanan Kerja, Autonomi, Sokongan Sosial, Maklumbalas Prestasi

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CHAPTER 1

INTRODUCTION

1.1   Background of Study

Generally, employees with high work engagement tend to protect the reputation and increase the public view of their organization with positive attitudes. They act as supporters to their organization and even promote and recommend their organization to outsiders as a good place to work and do business (CIPD, 2006). When employers stand side by side with employees to recognize, communicate and care for them, there is no doubt that employees would naturally feel engaged with the organization.

According to Saks (2006), an engaged employees tend to be more confident with their employers and are most likely to report positively about their organizations. Engaged workers are often defined as employees who have emotional and intellectual commitment to the organization (Baumruk, 2004; Richman, 2006; Shaw, 2005) or the amount of success presented by the employees in their work (Frank, Finnegan &Taylor, 2004).

Though having an engaged employees may bring many benefits to the organization, it is not an easy task to achieve it. Therefore, organizations need to find the best way to encourage their employees to be more engaged in their work.

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