

**HUBUNGAN DI ANTARA LATIHAN DAN MOTIVASI  
TERHADAP KEPUASAN KERJA: KAJIAN KES DI  
PUSAT LATIHAN PENGAJAR DAN KEMAHIRAN  
LANJUTAN (CIAST), SHAH ALAM**

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KEPUASAN KERJA: KAJIAN KES DI PUSAT LATIHAN PENGAJAR DAN  
KEMAHIRAN LANJUTAN (CIAST), SHAH ALAM, SELNGOR**

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**Kertas Penyelidikan untuk diserahkan kepada  
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## **KEBENARAN MERUJUK**

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Kebenaran untuk menyalin atau menggunakan kertas penyelidikan ini sama ada secara sebahagian atau sepenuhnya hendaklah dipohon melalui:

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## ABSTRAK

Kajian ini dijalankan adalah untuk melihat sejauh mana hubungan di antara latihan dan motivasi terhadap kepuasan kerja di kalangan kakitangan Pusat Latihan Pengajar Dan Kemahiran Lanjutan (CIAST). Kajian ini telah dilakukan ke atas 122 kakitangan dan dijalankan melalui kaedah persampelan rawak mudah. Data kuantitatif diproses dengan menggunakan perisian *SPSS*. Ujian Korelasi Pearson mendapati bahawa wujud hubungan positif di antara motivasi dan kepuasan kerja ( $r^2 = 0.478$ ;  $p < 0.01$ ) dan latihan dengan kepuasan kerja ( $r^2 = 0.481$ ;  $p < 0.01$ ). Manakala, Ujian Regresi Berganda menunjukkan bahawa terdapat hubungan yang signifikan antara motivasi dan kepuasan kerja ( $\beta = 0.288$ ;  $p < 0.01$ ). Begitu juga hubungan di antara latihan dengan kepuasan kerja, terdapat hubungan yang signifikan ( $\beta = 0.296$ ;  $p < 0.01$ ). Implikasi kajian turut dibincangkan serta memberikan cadangan untuk kajian masa hadapan.

**Kata Kunci:** *Pembangunan sumber manusia, kepuasan kerja, motivasi kerja, keberkesanan latihan, pembangunan latihan, kepuasan pekerja, latihan kemahiran*

## ABSTRACT

The objective of this research is to study the relationship between training and motivational towards job satisfaction amongst the selected staffs in Centre for Instructor and Advanced Skills Training (CIAST). The study involved 122 staffs using simple random sampling technique. Quantitative data were processed using SPSS software. Pearson Correlation shows that there is a positive relationship between motivation and job satisfaction ( $r^2 = 0.478$ ;  $p < 0.01$ ) and there is also positive relation between training and job satisfaction are ( $r^2 = 0.481$ ;  $p < 0.01$ ). Multiple Regression Test has shown that there are significant relation between motivation and job satisfaction ( $\beta = 0.288$ ;  $p < 0.01$ ). This study also shows that training and job satisfaction have significant relationship ( $\beta = 0.296$ ;  $p < 0.01$ ). The implications of this research are also being discussed with recommendations for future studies in the same area.

**Keywords:** *Human resource development, job satisfaction, work motivation, training effectiveness, training development, employee satisfaction, skills training*

## PENGHARGAAN



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## **SENARAI KEPENDEKAN**

CIAST – Centre for Instructor and Advance Skills Training

PLPKL – Pusat Latihan Pengajar Dan Kemahiran Lanjutan

JTM – Jabatan Tenaga Manusia

JPK – Jabatan Pembangunan Kemahiran

KSM – Kementerian Sumber Manusia

M – Motivasi

L – Latihan

KK – Kepuasan Kerja

## **BAB 1**

### **PENGENALAN**

#### 1.1 Latar Belakang Kajian

Oshagbemi (2000) mentakrifkan kepuasan kerja sebagai tindak balas emosi yang berlaku hasil daripada interaksi antara nilai pekerja mengenai kerja dan keuntungan yang akan diperolehi daripada pekerjaan. Bruck et al, (2002) mendakwa bahawa kepuasan kerja merangkumi sejauh mana tindakbalas pekerja terhadap komponen dan kerja mereka. Secara keseluruhannya, boleh dikatakan kepuasan kerja telah dikaji secara meluas (Highhouse dan Becker, 1993) dan kajian menunjukkan bahawa kepuasan kerja dikaitkan terutamanya kepada dua faktor: keadaan (ekstrinsik) dan peribadi (intrinsik) (Dong et al, 2006). Menurut Heller et al. (2002), faktor keadaan dan faktor peribadi mempengaruhi kepuasan kerja (Atmojo, 2012). Kepuasan kerja adalah penting kerana ia berkaitan dengan prestasi kerja pada abad ke-21 dan menjadi satu masalah yang serius dalam pengurusan institusi pendidikan (Agnihotri, 2013). Ini kerana, kajian telah membuktikan bahawa pekerja dengan kepuasan kerja yang tinggi mempamerkan tenaga yang tinggi, perkaitan yang menyeronokkan dan bersemangat. Manakala pekerja yang tidak berpuashati menunjukkan rasa tidak puas hati, tidak melibatkan diri dan cemas (Heller et al., 2002). Di samping itu, banyak teori telah muncul yang telah berkembang tafsiran kemungkinan isu-isu yang berkaitan dengan kepuasan kerja. Ini termasuk Maslow (1970) teori hierarki keperluan, Herzberg dan Mausner dan Snyderman (1993) teori dua faktor terhadap kepuasan kerja.

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