THE MEDIATING EFFECT OF JOB SATISFACTION ON THE RELATIONSHIP BETWEEN ROLE STRESSOR AND ORGANIZATIONAL COMMITMENT AMONG POSTGRADUATE PART TIME STUDENTS IN UNIVERSITI UTARA MALAYSIA

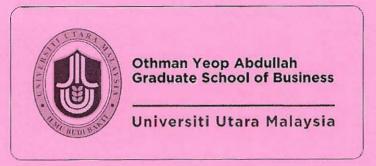
MOHD FAIZ BIN ABD KARIM

MASTER OF HUMAN RESOURCE MANAGEMENT UNIVERSITI UTARA MALAYSIA JANUARY 2014

THE MEDIATING EFFECT OF JOB SATISFACTION ON THE RELATIONSHIP BETWEEN ROLE STRESSOR AND ORGANIZATIONAL COMMITMENT AMONG POSTGRADUATE PART TIME STUDENTS IN UNIVERSITI UTARA MALAYSIA

By MOHD FAIZ BIN ABD KARIM

Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
in Fulfillment of the Requirement for the Degree of Master of Human Resource
Management
January 2014



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ABSTRACT

Previous studies have been exploring the factor that lead to organizational commitment. Role stressor and job satisfaction are several possible factors that influenced organizational commitment. This study examined the relationship between role stressor which consist of role ambiguity, role conflict and role overload and job satisfaction and organizational commitment using 240 postgraduate part time students in Universiti Utara Malaysia. This study used a quantitative research design, whereby the data was collected using the mail and online questionnaire. Four research questions and four research objectives are solved by implementing suitable descriptive and inferential statistical analyses. All of the main hypotheses of the present study examined used regression analyses. The results of the study show that there are significant negative relationship between all three types of role stressor (i.e. role ambiguity, role conflict and role overload) and organizational commitment. Furthermore the study reveals that only role ambiguity and role overload have significant negative correlation with job satisfaction. The results of this study also reveal that job satisfaction mediated the relationship between three role stressor and organizational commitment.

The mediating role played by job satisfaction assisted in clarifying the underlying process that was responsible for the relationship between role stressor and organizational commitment of part time students. Limitation and recommendations for future study were also discussed.

Keywords: Role Stressor, Role Ambiguity, Role Conflict, Role Overload, Job Satisfaction, Organizational Commitment, Postgraduate Part Time Students

ABSTRAK

Kajian terdahulu telah meneroka faktor yang membawa kepada komitmen organisasi. Tekanan peranan dan kepuasan kerja adalah beberapa faktor yang mungkin mempengaruhi komitmen organisasi. Kajian ini memeriksa hubungan antara peranan tekanan terdiri daripada kekaburan peranan, konflik peranan dan beban peranan dan kepuasan kerja dan komitmen organisasi menggunakan sampel 240 pelajar postgraduate separuh masa di Universiti Utara Malaysia. Kajian ini menggunakan reka bentuk kajian kuantitatif, yang mana data dikumpul menggunakan soal selidik yang diedar secara pos dan di dalam talian. Empat persoalan kajian dan empat objektif kajian diuji dengan melaksanakan analisis statistik deskriptif dan inferensi yang sesuai. Semua hipotesis utama kajian ini diperiksa menggunakan analisis regresi. Keputusan kajian ini menunjukkan bahawa terdapat hubungan negatif yang signifikan di antara ketiga-tiga jenis peranan tekanan (iaitu peranan kesamaran, konflik peranan dan beban peranan) dan komitmen organisasi. Tambahan pula kajian ini menunjukkan bahawa hanya kekaburan peranan dan beban peranan mempunyai korelasi negatif yang signifikan dengan kepuasan kerja. Hasil kajian ini juga menunjukkan bahawa kepuasan bekerja mengantara hubungan di antara tiga peranan tekanan dan komitmen organisasi.

Peranan pengantaraan yang dimainkan oleh kepuasan bekerja membantu menerangkan proses yang bertanggungjawab mendasari hubungan di antara peranan tekanan dan komitmen organisasi. Batasan dan cadangan untuk kajian akan datang juga turut dibincangkan.

Kata Kunci: Peranan Kesamaran , Konflik Peranan, Beban Peranan, Kepuasan Berkerja, Komitmen Organisasi, Pelajar Postgraduate Separuh Masa.

ACKNOWLEDGEMENT

In the name of Allah, the most gracious and most merciful, all praise to Allah for giving me the strength to complete this thesis successfully. This thesis is completed to fulfil the academic requirement to achieve Master of Human Resource Management program in Universiti Utara Malaysia.

I would like to show my deepest gratitude to my supervisor, Dr. Subramaniam Sri Ramalu for his professional guidance, supervision and willingness to share his knowledge from the beginning till the end process of this thesis.

I am indebted to my parents and friends for their prayer, encouragement, endless support and opinion in completing this study.

I also would like to express my gratitude to all postgraduate part-time students in Universiti Utara Malaysia, Sintok who have participated in my study. Without their sincere response and cooperation, I would not be able to finish my study on time.

Finally, I would like to take this opportunity to give my appreciation for everyone who was involved directly or indirectly in guiding and assisting me to ensure the success of this research.

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LIST OF ABBREVIATIONS

DV Dependent Variable

IV Independent Variable

JS Job Satisfaction

MV Mediating Variable

RA Role Ambiguity

RC Role Conflict

RO Role Overload

RS Role Stressor

OC Organizational Commitment

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CHAPTER 1 INTRODUCTION

1.0 Introduction

This chapter presents an introduction of this study and consists of nine sections.

1.1 Background Of The Study

Nowadays, educational institutions either public or private institution are built all over the place and developed rapidly. For instance, developing country such as Malaysia has university in every state. This shows that education is very important and Malaysian awareness of seeking knowledge is highly encouraging. Additionally employees have their own reason why they intend to continue their study. Some of these reasons are for personal development, better promotion opportunity, to increase their income, demand made by their employer, for intrinsic/extrinsic satisfaction and so on (Nais, 2012; Nor Azimah Chew Abdullah, 2010). This situation will encourage them to further their study especially as part-time student.

Malaysia is going towards knowledge or 'K' economy. This means that the country needs highly knowledgeable, competent and skilled workforce to increase its economy. The importance of human capital has been featured outstandingly in the 10th Malaysian Plan (10MP) to produce highly knowledgeable, qualified and skilled people to realize its ambition to be a high income or developed nation by 2020 (Fauziah Ismail et al., 2010). This has made the people to embark on lifelong learning and pursues further education as it is essential in the building of human capital.

In October 2010, the Malaysian government had introduced the economic transformation program (ETP) in order to achieve high-income nation by 2020 (Anif,

The contents of the thesis is for internal user only

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