

INFLUENCE OF KEY PERFORMANCE INDEX TOWARD JOB
SATISFACTION, JOB STRESS AND JOB TURNOVER:
A CASE OF ACADEMIC STAFF AT UNIVERSITI TUNKU
ABDUL RAHMAN, PERAK, MALAYSIA

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JOB STRESS AND JOB TURNOVER:

A CASE OF ACADEMIC STAFF AT UNIVERSITI TUNKU ABDUL RAHMAN,
PERAK, MALAYSIA

By

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ABSTRAK

Kajian ini bertujuan untuk mengenalpasti pengaruh pada indeks kunci performansi terhadap kepuasan kerja, tekanan kerja dan tukaran kerja. Pada masa kini, polisi akademik Malaysia menekankan pencapaian performansi pada staf supaya meningkatkan kualiti pembelajaran. Maka, kajian ini akan mengkaji tingkahlaku pada akademik staf terhadap indeks kunci performansi. Manakala, staf-staf dari Universiti Tunku Abdul Rahman, Kampus Perak, Malaysia telah dipilih untuk kajian ini disebabkan institusi ini masih baru didirikan pada tahun 2001, dan suasana yang baru ini akan menghasilkan pendapat staf-staf yang lebih asli. Soal selidik yang digunakan untuk kajian ini akan mengandungi 4 bahagian iaitu soal peribadi, dan jumlah 41 soalan-soalan untuk selidik yang terdiri daripada semua pembolehubah (Indeks kunci performansi, kepuasan kerja, tekanan kerja dan tukaran kerja). Soal selidik akan dihantar secara emel dan kertas untuk responden-responden. Data-data yang terkumpul itu akan dianalisis melalui “Statistical Package for Social Science” (SPSS Window) Versi 19.0. Korrelasi dan regresi akan dipakai untuk menganalisis data-data yang dikumpul. Pencarian kajian ini menunjukkan mempunyai hubungan signifikansi antara pembolehubah bebas (indeks kunci performansi) dan pembolehubah bersandar (kepuasan kerja dan tekanan kerja). Walaupun begitu, indeks kunci performansi telah dijumpai tiada sebarang pengaruh pada tukaran kerja. Manakala, pencarian melalui analisis regresi antara pembolehubah bersandar menunjukkan hubungan signifikansi antara tekanan kerja dan kepuasan kerja. Pencarian dari kajian ini dipercayai akan membantu pentabiran UTAR untuk menyempurnakan sistem penilaian performansi yang sedia ada. Selain itu, pencarian dari kajian ini juga akan dapat dijadikan sebagai sumber rujukan untuk institusi-institusi akademik lain terutamanya untuk menghasilkan rancangan sumber manusia yang lebih baik.

Katakunci: Indeks kunci performansi, kepuasan kerja, tekanan kerja, tukaran kerja, Universiti Tunku Abdul Rahman, Perak.

ABSTRACT

The purpose of this study is to identify the influence of key performance index toward job satisfaction, job stress and job turnover. Nowadays, Malaysian academic policy is emphasizing the performance achievement of staff to enhance the quality of education. Thus this study was conducted to measure the academic staff regarding their response toward key performance index. Meanwhile, the academic staff of Universiti Tunku Abdul Rahman, Perak campus were selected for this study because it is merely new founded Malaysian University since year 2001, and this fledgling environment assure that staff's response is primitive. The questionnaire that used for this study consists of 4 main parts which were demographic survey, and total 41 survey items for variables of key performance index, job satisfaction, job stress and intention to leave (job turnover). Moreover, the distribution of questionnaire was conducted through sending email and hardcopy paper to respondent. The data were analyzed by the "Statistical Package for Social Science" (SPSS Window) Version 19.0. Correlation and multiple regression analysis were used to analyze the data. The findings showed that there is significant relationship between the independent variables (key performance index) and the dependent variable (job satisfaction and job stress). However, key performance index was found has no influence on job turnover for the staff in UTAR. Meanwhile, the multiple regression between dependent variables showed that the job stress and job satisfaction has significant relationship. The findings for this study will help the UTAR management to look further improvement and consideration of their performance evaluation system. Indeed, the findings from this study also can be the reference source for other academic institution especially to enhance its human resource practice.

Keywords: Key performance index, job satisfaction, job stress, job turnover, Universiti Tunku Abdul Rahman, Perak.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Key performance index or also known as key performance indicator (KPI) is a tool to assist organization in term of defines and measures its employee performance which is link to the progress of organizational goal. Moreover, the key performance index is generally used for evaluating and measuring employee's performance as well as important for every organizational activity. Furthermore, the key performance index is a quantifiable measurement tool and it can identify the critical success key for an organization. Many organizations have adapting the key performance index instead of adopt due to inconsistency nature of its variety modus operandi (Reh, 2007). On the other hand, key performance index is play important role in strategy management especially for evaluation and control stage (Thompson and Strickland, 2007).

Hence, every organization is developing the contingency performance evaluation system to success its goal (Reh, 2007). In fact, either government or private organizations also rely on key performance index to monitor their employee performance that needed for match to its organizational goal. For academic organization, the key performance index is common including scoring of attendance, suggestion giving, task completion and active involvement (Cave, 2006). Although key performance index is different weight and content for every organization, but the core function is to reflect the track of organization's goal (Reh, 2007) and evaluate

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