

MEASURING LEVEL OF JOB SATISFACTION AMONG OFFICERS OF THE
ROYAL CUSTOM AND EXCISE DEPARTMENT AT TANJUNG KUPANG.
JOHOR DARUL TAKZIM

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By
Rosly Bin Othman



Sekolah Siswazah
(Graduate School)
Universiti Utara Malaysia

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Abstract

Job satisfaction is basically the manifestation of one's inner feeling about his/her job. In other words, it is an emotional state linked to one's job, which would effectively be translated into job behaviors, and in due course would positively/negatively affect the overall performance of an employee. In this context, the level of job satisfaction experienced by the employees is greatly influenced by various internal and external factors. To mention a few, they might include, nature of the job itself, management practices, human resource systems and policies, workplace conditions, co-workers/peers, and other personal related issues. It is a very delicate issue because one's feeling normally reflects the aggregate effects of many attributing factors. Therefore, attempts to single out any specific influential factor in explaining the level of job satisfaction among employees would prove to be less objective and costly.

This study was commenced to examine the level of job satisfaction among officers of the Royal Custom and Excise Department, Tanjung Kupang Complex, Johor. In so doing, it was also focusing on few selected variables, believed to have a constructive influence on the research question, job satisfaction. This task entails a closer look at examining the relationships between the four identified variables, ie job characteristics, job commitment, co-workers and opportunities for career advancement (promotions) and the level of job satisfaction experienced by officers of the department. A total of 75 officers of different task divisions and ranks, who represents the whole

population of the complex, were given the research questionnaire. The researcher personally administered the distribution of the questionnaires at the department during briefing sessions specially held for this purpose. Due to this collaborative manner on the part of the department and rapport established through out data collection process, all 75 officers who participated in this survey returned their completed questionnaires for further analysis. The Brayfield-Rothe Index was used as an instrument to measure the level of their job satisfaction.

The research findings revealed that officers of the department at Tanjung Kupang Complex were generally experienced a high level of satisfaction with their jobs. Consequently, it was also established that job characteristics, job commitment, and opportunities for career advancement (promotions) did have significant relationships with the level of job satisfaction. On the other hand, the co-workers factor found out to be not very influential or had a relatively moderate kind of relationships.

Abstrak

Kepuasan kerja merupakan satu manifestasi bagi perasaan dalam seseorang mengenai pekerjaannya. Dalam erti kata lain, ia adalah satu emosi yang mempunyai kaitan dengan pekerjaan. Ia juga boleh diterjemahkan dalam bentuk kelakuan yang akan mempengaruhi secara positif atau negatif prestasi kerja seseorang itu. Dalam konteks ini, tahap kepuasan kerja yang dialami oleh pekerja dipengaruhi oleh beberapa faktor dalam serta luaran. Antara faktor-faktor tersebut yang mungkin mempengaruhi kepuasan kerja ialah bentuk kerja itu sendiri, polisi pentadbiran, sistem pengurusan sumber manusia, keadaan tempat kerja, rakan sekerja serta beberapa faktor peribadi terpilih. Ia juga merupakan satu isu yang amat kompleks kerana perasaan seseorang selalunya timbul hasil dari beberapa faktor penting. Oleh itu, sebarang usaha untuk mengasingkan faktor-faktor tersebut dalam mengkaji kepuasan kerja dikalangan pekerja menyebabkan keputusannya menjadi kurang objektif serta sukar untuk diterimapakai.

Kajian ini dijalankan bagi mengkaji tahap kepuasan kerja dikalangan para pegawai Jabatan Kastam dan Eksais Diraja, Kompleks Tanjung Kupang, Johor. Oleh itu, ia turut memberi fokus kepada beberapa faktor terpilih yang dipercayai dapat memberi pengaruh yang positif terhadap topik kajian, iaitu kepuasan kerja. Tugasan ini termasuklah mengkaji dengan lebih teliti hubungan diantara empat pembolehubah yang dikenalpasti seperti ciri-ciri pekerjaan, komitmen terhadap pekerjaan, rakan sekerja serta peluang kenaikan pangkat dan tahap kepuasan kerja yang dialami oleh mereka. Seramai

75 pegawai dari pelbagai bahagian dan pangkat yang mewakili seluruh populasi kompleks telah diberi soalan kajian. Pengkaji sendiri telah mengedarkan soalan kajian di jabatan tersebut sewaktu sesi penerangan yang diadakan khusus untuk tujuan ini. Disebabkan oleh sikap kerjasama dan bantuan yang diberi oleh pihak pentadbiran jabatan, kesemua 75 pegawai yang terlibat dalam kajian ini menjawab dan memulangkan kembali soalan kajian untuk proses analisis. Indeks Brayfield-Rothe telah digunakan sebagai alat pengukur untuk mengukur tahap kepuasan kerja para pegawai tersebut.

Keputusan kajian menunjukkan bahawa para pegawai di Kompleks Tanjung Kupang secara umumnya mempunyai kepuasan kerja yang tinggi terhadap pekerjaan mereka. Selaras dengan itu juga, kajian membuktikan bahawa ciri-ciri pekerjaan, komitment terhadap pekerjaan, dan peluan kanaikan pangkat mempunyai hubungan yang penting dengan tahap kepuasan kerja. Walau bagaimanapun, faktor rakan sekerja didapati mempunyai hubungan yang sederhana sahaja dan tidak memberi pengaruh yang penting terhadap tahap kepuasan kerja.

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CHAPTER I

INTRODUCTION

1.1 Introduction

In the past, numerous studies have been conducted by researchers to examine and understand job satisfaction and its related causes. These two are perhaps the most important and widely discussed areas of organizational behavior and employee relations. It is estimated that until 1976, there were 3,350 articles have been written on them and in 1992, the numbers have been catapulted to more than 5,000 research articles and dissertations.

Most of us today, spend our entire day occupied with work. Some of our works are extremely monotonous and thus are considered less attractive as compared to others. Therefore, although we dedicated most of our time to work,

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