

**FAKTOR-FAKTOR YANG MEMPENGARUHI KEPUASAN KERJA
PEGAWAI PEMERIKSA
KUMPULAN WANG SIMPANAN PEKERJA**

HASARUDDIN BIN ABD. RAHMAN

**UNIVERSITI UTARA MALAYSIA
2010**

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PEGAWAI PEMERIKSA KUMPULAN WANG SIMPANAN PEKERJA**

Oleh

HASARUDDIN BIN ABD. RAHMAN

Tesis ini diserahkan kepada Kolej Perniagaan
Universiti Utara Malaysia
untuk memenuhi keperluan sebahagian daripada program
Ijazah Sarjana Sains Pengurusan

Mei, 2010

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KEBENARAN MENGGUNA

Tesis ini dihasilkan sebagai memenuhi sebahagian daripada pengajian lepasan ijazah Universiti Utara Malaysia (UUM). Saya bersetuju supaya pihak perpustakaan mengadakan tesis ini bagi tujuan rujukan. Saya juga bersetuju bahawa kebenaran untuk membuat salinan, keseluruhan atau sebahagian daripadanya, bagi tujuan akademik mestilah mendapat kebenaran daripada penyelia saya atau semasa ketiadaan beliau, kebenaran tersebut boleh diperolehi daripada Dekan Kolej Perniagaan. Sebarang penyalinan, penerbitan atau penggunaan ke atas keseluruhan atau sebahagian daripada tesis ini untuk perolehan kewangan tidak dibenarkan tanpa kebenaran bertulis daripada saya.

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Universiti Utara Malaysia,
06010 Sintok,
Kedah Darul Aman
Malaysia

ABSTRAK

Tujuan kajian ini dijalankan adalah untuk mengkaji hubungan antara tekanan kerja, budaya kerja serta pampasan dan faedah dengan tahap kepuasan kerja. Data kajian diperolehi melalui borang kaji selidik yang telah diisi oleh 83 orang pegawai pemeriksa KWSP dari empat cawangan terpilih. Data yang diperolehi telah dianalisa menggunakan Pakej Statistik Sains Sosial (SPSS v.12) di mana, analisis diskriptif telah digunakan untuk menganalisis maklumat peribadi responden dan analisis korelasi *Pearson* digunakan untuk analisis tahap hubungan signifikan antara tekanan kerja, budaya kerja serta pampasan dan faedah dengan tahap kepuasan kerja. Hasil kajian menunjukkan tekanan kerja, budaya kerja serta pampasan dan faedah mempunyai hubungan yang signifikan dengan tahap kepuasan kerja.

ABSTRACT

This study examined the relationship between characteristic of work stress, working culture and compensation and benefits with job satisfaction. Data was gathered through distributed questionnaires answered by 83 respondents from EPF inspectors in four selected branches. Data was analyzed using the Statistical Package for Social Sciences (SPSS v.12) where descriptive analysis was used to analyze the social demographic variable of the respondent and the Pearson Correlation Analysis was used to analyze the level of significant relationship between work stress, working culture and compensation and benefits with job satisfaction. Findings of the study revealed that the independent variables used for the purpose of this research have significant and positive relationship with job satisfaction.

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BAB 1

PENGENALAN

1.1 PENGENALAN KAJIAN

Untuk memahami kepuasan kerja dan kesannya terhadap prestasi kerja bukanlah perkara yang mudah. Para psikologi industri/organisasi bertungkus-lumus mencari perkaitan di antara faktor-faktor yang mempengaruhi kepuasan kerja dengan prestasi kerja. Kajian ini akan menghuraikan hubungan di antara kepuasan kerja dengan faktor-faktor yang mempengaruhinya seperti tekanan kerja, budaya kerja serta pampasan dan faedah. Perlu dijelaskan bahawa nilai hubungan ini adalah demi mencapai matlamat organisasi.

Kepuasan kerja sangat kompleks dan melibatkan kepelbagaian konsep yang boleh memberi makna yang tersendiri kepada setiap individu. Kepuasan kerja biasanya berkaitan dengan motivasi, tetapi ianya tidaklah begitu jelas. Kepuasan tidak sama dengan motivasi. Kepuasan kerja lebih sinonim dengan peribadi, iaitu lahirnya dari hati naluri. Ia boleh diseiringkan dengan perasaan individu terhadap pencapaian, samada kuantitatif atau kualitatif. Kebelakangan ini, kepuasan kerja amat dititikberatkan melalui pendekatan yang luas untuk memperbaiki corak pekerjaan, organisasi dan kualiti.

Dienhart dan Gregoire (1993) menyatakan bahawa hubungan di antara kepuasan kerja dan prestasi merupakan satu isu yang berterusan dan mencetuskan kontroversi. Ada yang menyifatkan pendekatan awal hubungan

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