

UNIVERSITI TEKNOLOGI MARA

**THE INFLUENCE OF JOB STRESS ON
TEACHERS' JOB SATISFACTION IN
GOVERNMENT AIDED ISLAMIC
SECONDARY SCHOOLS IN SELANGOR**

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AUTHOR'S DECLARATION

I declare that the work in the dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledged that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

The purpose of this research was to examine the influence of teachers' job stress on their job satisfaction among the Government Aided Islamic Secondary School teachers in Selangor. In addition, the research was aimed to investigate to what extent the school teachers are under stress or satisfied in their work, to identify the factors underlying the sources of job stress and to examine the differences in the level of job stress and job satisfaction for different demographic variables. The study was conducted using mixed-methods research where both survey and structured interview were implemented. 111 respondents took part in the survey and nine teachers were interviewed. The findings indicated that the level of job stress among the teachers in general was at the medium level with relationship at work and job intrinsic factors as the most dominant factors in influencing their level of stress, and there was no significant difference in the level of job stress for different demographic variables of gender, age group and positions held. The overall level of their job satisfaction was at the medium level. The male teachers were reported to significantly experience higher job satisfaction than the female teachers but no significant difference in the level of job satisfaction was reported for the other two variables. The level of job stress experienced by the teachers has a significantly negative relationship with teachers' job satisfaction ($r = -.332$, $p\text{-value} = .000$) where teachers felt unhappy and unmotivated towards their job to the extent that they wanted to opt for early retirement or pursuing other careers. The findings are hoped will contribute to the general knowledge and understanding on teachers' job stress and how it influences their job satisfaction, and benefit the teachers, school administrators and the State Education Department in curbing the problems from becoming worse.

ABSTRAK

Tujuan kajian ini dijalankan adalah untuk mengkaji kesan tekanan kerja guru ke atas kepuasan kerja mereka di Sekolah Agama Bantuan Kerajaan di Selangor. Selain itu ia juga dijalankan untuk mengenalpasti tahap tekanan kerja dan kepuasan kerja di kalangan guru, faktor-faktor yang menyebabkan tekanan kerja, dan mengenalpasti perbezaan dalam tahap tekanan kerja dan kepuasan kerja di antara pembolehubah demografik yang berbeza. Kajian ini menggabungkan kedua-dua kaedah, kuantitatif dan kualitatif menggunakan borang kaji selidik dan juga temubual berstruktur. 111 responden mengambil bahagian dalam soal selidik dan sembilan guru telah ditemubual. Hasil kajian mendapati tekanan kerja guru berada di tahap yang sederhana dan faktor paling dominan yang menyebabkan tekanan kerja mereka adalah faktor hubungan di tempat kerja dan faktor dalaman kerja. Tiada perbezaan yang signifikan bagi tahap tekanan kerja di antara pembolehubah demografik yang berbeza; jantina, kumpulan umur dan jawatan. Tahap kepuasan kerja keseluruhan adalah sederhana. Guru lelaki didapati mempunyai tahap kepuasan kerja yang lebih tinggi dan signifikan berbanding guru perempuan, tetapi tiada perbezaan yang signifikan ditemui untuk dua lagi pembolehubah demografik. Tahap tekanan kerja guru mempunyai hubungan negatif yang signifikan dengan tahap kepuasan kerja guru ($r = -.332$, nilai-p = .000) di mana guru berasa tidak gembira dan tidak bermotivasi terhadap kerja mereka sehingga ke tahap mereka bercadang untuk bersara awal atau bertukar kerjaya. Hasil kajian diharap dapat menyumbang kepada pengetahuan dan pemahaman secara umum tentang tekanan kerja guru dan bagaimana ia boleh mempengaruhi kepuasan kerja guru. Ia juga diharap dapat membantu guru, pihak pentadbir sekolah dan Jabatan Pelajaran Negeri dalam mengatasi masalah ini sebelum ia menjadi lebih buruk.

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