



**UNIVERSITI TEKNOLOGI MARA
CAWANGAN TERENGGANU**

**“JOB SATISFACTION AMONG KEMAS PRE-SCHOOL
TEACHER IN TERENGGANU”**

Mohd Zulkiflee bin Ali

(2009209714)

Mohamad Nasruddin bin Yusoh

(2009294054)

Wan Ahmad Rizal bin Mohd Yusoff

(2009884558)

Thesis submitted in fulfillment of the requirements for the degree of

MASTER OF BUSINESS ADMINISTRATION

FACULTY OF BUSINESS ADMINISTRATION

MAY 2011

ABSTRACT

A survey of job satisfaction was undertaken within KEMAS Pre-School teacher in seven districts at Negeri Terengganu. This study was design in order to understand the level of job satisfaction among Pre-school teacher in seven districts at Negeri Terengganu. This Pre-School teacher informed survey enabled expression of facets of experience which were found to be deeply satisfying or deeply dissatisfying by the extent to which also had the potential to impact upon their job and overall life hood in KEMAS Pre-school. These researches were concerned with job satisfaction, workload, supervision, promotion, personality and reward.

This paper reports the results of a study of 205 Pre-school teacher in seven districts at Negeri Terengganu, which using the availability of those workload, workload, supervision, promotion, personality and reward as variables to be adopted. Questionnaires were used in order to analyzed the level of Pre-school teacher job satisfaction and been distributed by using convenience sampling. Based on the results, all the factors do influence job satisfaction in both a positive and negative way. Therefore, all the factors should be taken into account and consideration when any suggestion or plan is to be made on the teachers' job satisfaction. This is to ensure that the teachers will deliver the best services to their students, thus contributing to the development of the nation through human capital development.

Keywords: Job Satisfaction, Age, Working Experience, Workload, Promotion, Personality, Supervision and Rewards

ACKNOWLEDGEMENT

ASSALAMUALAIKUMWARAHMATULLAH.....

First of all, we would like to thank to Allah S.W.T for his blessings to us to finish this research completely. We are proudly to express our greatest appreciation to our respectable advisor, ASSOC.PROF. MADYA HJ. NORUDIN MANSOR for giving us a lot of guidance and moral support as well as the comment and suggestions in process of completing this research from the beginning and had given sense of direction of this paper requires.

We would also like to express our appreciation and thanks to EMBA Coordinator Mr. JAMALLUDDIN HELMI HASHIM, who feels free to spend his time advising, giving comment and providing a lot of valuable information for us in preparing for this project paper.

Then, special thanks to all KEMAS pre-school teacher in Terengganu, especially to KEMAS director Negeri Terengganu, PN. NOR HAZELINA BINTI HASHIM, for the kindness of accepting us and giving a valuable industry experiences as well as the support and full commitment. Also thanks to the participant and respondents comprise of all KEMAS Pre-school Teacher that contribute to fulfill the questionnaires and give good cooperation toward achieving our goals to finish our research especially for keeping to the deadlines.

Last but certainly not least we also would like to give our millions of appreciation to our beloved parents, and our entire beloved wives and our family for giving us full support along the journey. Moreover to all our friends for their dedication and commitment for nicely helping and knowledge sharing and of information to fulfill for completed this thesis. This project involved many long hours of hard work, sleepless nights, and personal sacrifices. Their contributions truly appreciated and will be well remembered.

TABLE OF CONTENTS

CONTENTS	PAGE
DECLARATION OF ORIGINAL WORK	i
LETTER OF SUBMISSION	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF ABBREVIATIONS	x
CHAPTER ONE	
INTRODUCTION	
1.1 Background	1
1.2 Problem Statement	5
1.3 Objective of the Study	8
1.4 Research Questions	10
1.5 Scope of the Study	10
1.6 Significance of the Study	11
1.7 Theoretical Framework	11
1.8 Limitations of the Study	13
1.9 Organization of Dissertation	13

CHAPTER TWO

LITERATURE REVIEW

2.1	Introduction	14
2.2	Job satisfaction	14
2.2.1	Study on job satisfaction of teachers in Malaysia	19
2.3	Age	19
2.4	Working (Teaching and Career as A Teacher) Experience	21
2.5	Personality	22
2.6	Supervision	23
2.7	Workload	24
2.8	Professional Development and Promotion	25
2.9	Rewards	26

CHAPTER THREE

RESEARCH METHODOLOGY

3.1	Introduction	33
3.2	Population	33
3.3	Sampling	34
3.4	Data collection method	34
3.4.1	Primary Data	