UNIVERSITI TEKNOLOGI MARA

JOB CHARACTERISTIC MODEL: A STUDY ON JOB SATISFACTION AMONG UITM'S ADMINISTRATORS

SITI NORUL'AIN BINTI MOHD AZIZI

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ABSTRACT

Job satisfaction has become widely researched by many scholars due to its necessity for every organization to identify their manpower are properly well managed. Human resource is one of the success factors for the organization. By identifying the elements of happiness / satisfaction, the organization can work on the requirements needed for the staff to remain or continuously performing positively in their jobs. With the reference to the JPA's *Surat Pekeliling Perkhidmatan* number 12 year 2009 with the title of "The Implementation of Psychology Application: Working Culture Achievements", highlighted that it is important for public sectors offices to evaluate on their staff value, staff development, researchers and intervention. Therefore in order to answer to the requirements, a good study on staff job satisfaction is required. Hence this study uses Hackman and Oldham (1975) theory that uses 5 key variables to address this matter. Skill variety, task identity, task significant, autonomy and feedback are the independent variables for this theory. This study was conducted to examine the relationship between skill variation, task identity, task significant, autonomy and feedback on job satisfaction among UiTM staff. The population of UiTM administrator consists of 633 staff and 225 staff has been involved as respondents in this study. The quantitative method used in this study is through the collection of data obtained from questionnaires that have been circulated. Statistical analysis used in this study is descriptive analysis, Pearson correlation and multiple linear regressions. The results of the study were analyzed using computer software, the statistical package for social science (SPSS) version 23.0. Five factors were selected as skill variation, task identity, task significant; autonomy and feedback were made as dependent variable and job satisfaction as independent variables in this study. The findings show that the five independent variables have relationships with job satisfaction. The findings also show that most feedback variables contribute to job satisfaction. Some suggestions have been suggested by the researchers in chapter 5 as a guide for the future so that this study can be improved and further enhanced by future researchers. Since UiTM has branches all over throughout Malaysia it is best if this research can be expanded all over the branches in order to identify which variables may contribute to their job satisfaction.

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CHAPTER 1
INTRODUCTION

1.1 PREAMBLE

Numerous studies have been made either scientifically or even as a business researches on job satisfaction (Fentie et. al, 2018; Nurul Hidayah & Fadhilah , 2017). The concern on job satisfaction complemented each other (employer and employee). This is because many job satisfactions have effects on both parties. Therefore, it is best to study on what will be the elements that makes the employees claimed that they have obtained job satisfaction or what are the elements or provision provided by the organisation which said to be making the employee felt satisfied with their job.

This study evaluates the level of job satisfaction among various categories of administrative staff of Universiti Teknologi MARA (UiTM) in relation to Job Characteristic Theory (JCT) introduced by Oldham and Hackman (1976). According to Oldham and Hackman (ibid), JCT is a theory of work design. The model exhibits five "core" job characteristics (skill variety, task identity, task significance, autonomy and feedback). In consequent of that core, the outcomes are which of those work-related (motivation, satisfaction, performance and absenteeism and turnover) through three psychological states (knowledge of results, experienced meaningfulness and experienced responsibility). UiTM staff consists of academician and non-academician. Academic staffs rank from the young lecturer, Associate Professor and Professors. Meanwhile, non-academician staffs are further segregated to operational team which consists of clerical's staff, assistant officers and the officers (junior to highest rank). The junior officers from grade 41 and 44 from the human resource department, bursary, information technology and library will be the selected for this study.

In this chapter the discussion starts at the background of the study on job satisfaction, next the problem statement why this study is conducted then later on the research questions and research objectives. The next point will be the scope of research, significance of the study, definitions of terms, terminology, concepts and finally the chapter's summary.