

UNIVERSITI TEKNOLOGI MARA

**FACTORS CONTRIBUTING TO JOB SATISFACTION
AMONGST SECONDARY SCHOOL ESL TEACHERS
IN THE DISTRICT OF MARANG, TERENGGANU**

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AUTHOR'S DECLARATION

I declare that the work in this 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, acknowledge 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

Job satisfaction is very important to bring a better working performance for ESL teachers in ensuring the future generation will succeed in their undertakings. The purpose of this study is to define the best factor that contributes to ESL teachers' job satisfaction. Forty-four ESL teachers from 13 secondary schools in Marang, Terengganu were selected as the respondents. In this study, 4 variable factors namely: co-workers factor, management policy factor, promotion factor and working environment factor were chosen to correlate with job satisfaction. The finding showed that all of the factors revealed a moderate correlation with job satisfaction. In a nutshell, the finding of this study showed that working environment factor is defined as the best factor among the other three factors that correlated to a better job satisfaction for the teachers. The results showed that 47% of its variability with the overall job satisfaction of the ESL teachers in the District of Marang, Terengganu.

ABSTRAK

Kepuasan bekerja adalah sangat penting untuk memastikan mutu persembahan kerja yang sangat berkualiti terutamanya bagi guru-guru mata pelajaran Bahasa Inggeris sebagai bahasa kedua demi memastikan jaminan kecemerlangan masa depan generasi akan datang dalam pelbagai bidang yang bakal diceburi. Tujuan utama kajian ini adalah untuk mengenalpasti faktor terbaik yang menentukan kepuasan bekerja di kalangan guru-guru bahasa Inggeris. Respondan daripada kajian ini adalah terdiri daripada guru-guru bahasa Inggeris dari 13 buah sekolah menengah di Daerah Marang, Terengganu. Empat pembolehubah yang utama telah dipilih sebagai menentukan korelasi dengan kepuasan bekerja iaitu : factor rakan sekerja, factor pihak pengurusan, factor kenaikan pangkat dan juga factor persekitaran kerja. Hasil kajian mendapati kesemua pembolehubah adalah berkorelasi sederhana terhadap kepuasan bekerja guru-guru tersebut. Kesimpulan daripada kajian ini ialah daripada 4 pembolehubah tersebut, persekitaran kerja dikenal pasti merupakan faktor paling baik dalam menentukan kepuasan bekerja guru-guru Bahasa Inggeris di Daerah Marang, Terengganu. Sebanyak 47% daripada kepuasan bekerja guru-guru Bahasa Inggeris di Daerah Marang, Terengganu adalah diperolehi daripada pembolehubah tersebut.

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