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Bachelor of Technology Management (Technopreneurship)

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THE RELATIONSHIP BETWEEN JOB STRESS LEVEL AND JOB
SATISFACTION LEVEL OF TEACHERS: A CASE STUDY AT SEK. MEN.
KEBANGSAAN SRI MUAR, JOHOR.

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This report is submitted in partial
fulfilment of the requirements for the award of
Bachelor of Technology Management (Technopreneurship)

Faculty of Technology Management and Technopreneurship
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JUNE 2013

DECLARATION

"I admit that this report is my own work except the summary and excerpts of each of which I have mentioned the source"

Signature :

Name :

Date :

DEDICATION

.."As a slave, we expected, given the map.. Sometimes there are parts that we can sketch, there's always a part: we only plan and He will tell. On the map, there are already inscribed angles, and edges are still empty ... waiting painted. Oh Allah, grant us your acceptance.. "

The special greetings for My impetus and My spirit;
Father & Mother: **Musa Mat Sharif & Junaidah Khalidin**
(Ya Allah, grant them forgiveness and affections)
My leader in reaching your Paradise;

My Happiness and My Loves;
Brothers: **Muhammad Firdaus & Muhammad Farid**
Sister: **Nurraihan**
Bestfriend: **Syafi 'Atikah bt. Yusof**

My friends;
BTEC-rian...
and the greatest in this fight ...

'THANK YOU FOR EVERYTHING'

APPRECIATION

Special thanks to my supervisor, Prof. Dr. Madya Ahmad Rozelan bin Yunus. Supervision and encouragement he provided really helped the development and the smoothness of this Projek Sarjana Muda (PSM) report. His cooperation highly appreciated.

Do not forget, great appreciation to the entire staff of Sek. Men. Kebangsaan Sri Muar, Johor, who helped me from time to time during the project, especially the headmaster, Haji Naimen bin Basar.

Thank you also to my faculties - Faculty of Technology Management and Technopreneurship (FPTT). I would like to thank the Project Coordinator of PSM and all the staff at the office of FPTT that help me to prepare this report.

Appreciation is also extended to all those involved either directly or indirectly, in helping me with this research project. Hopefully this report will be a reference to the other students in the future.

ABSTRACT

The study aims to identify the relationship between job stress levels with job satisfaction levels among teachers in Sek. Men. Kebangsaan Sri Muar, Johor. In specifically, this study aims to identify the level of job stress and job satisfaction. A total of 56 respondents were randomly selected among the teachers. This study was carried out using a quantitative approach. Data collected through questionnaires. Data were analyzed using SPSS software (Statistical Package for Social Science) version 20.0 to obtain the results in the form of frequency, percentage, mean, and Pearson correlation. A pilot study was conducted among 30 teachers to identify the items. For the pilot study, Cronbach Alpha value of stress is 0.859 and Cronbach Alpha value for job satisfaction is 0.867 overall. Actual findings based on 56 teachers show medium levels of job stress and high levels of job satisfaction. Pearson correlation analysis test result is $r = - 0.355$ which indicates there is negative relationship which is significant between job stress with job satisfaction among teachers in the Sek. Men. Kebangsaan Sri Muar, Johor. Some of the proposed action and further study also recommended.

Keywords: relationships, work stress, job satisfaction, teachers

ABSTRAK

Kajian ini berbentuk deskriptif bertujuan untuk mengenal pasti hubungan antara tekanan kerja dengan kepuasan kerja dalam kalangan guru-guru di Sek. Men. Kebangsaan Sri Muar, Johor. Secara khususnya, kajian ini bertujuan untuk mengenal pasti tahap tekanan kerja dan tahap kepuasan kerja. Seramai 56 orang responden dipilih secara rawak dalam kalangan guru-guru. Kajian ini dijalankan dengan menggunakan pendekatan kuantitatif. Data dikumpul melalui set soal selidik. Data dianalisis dengan menggunakan perisian SPSS (Statistical Package For Social Science) versi 20.0 untuk mendapatkan hasil kajian dalam bentuk frekuensi, peratusan, min, dan Korelasi Pearson. Kajian rintis telah dijalankan dalam kalangan 30 orang guru-guru untuk mengenalpasti kebolehpercayaan item. Bagi kajian rintis, nilai Alfa Cronbach bagi tekanan kerja ialah 0.859 dan nilai Alfa Cronbach bagi kepuasan kerja ialah 0.867 secara keseluruhan. Dapatan kajian sebenar berdasarkan 56 orang guru-guru menunjukkan tekanan kerja pada tahap sederhana dan tahap kepuasan kerja pada tahap tinggi. Hasil analisis ujian Korelasi Pearson ialah $r = - 0.355$ iaitu menunjukkan terdapat hubungan negatif yang signifikan di antara tekanan kerja dengan kepuasan kerja dalam kalangan guru-guru di Sek. Men. Kebangsaan Sri Muar, Johor. Beberapa cadangan tindakan dan kajian selanjutnya juga disarankan.

Katakunci: *hubungan, stress kerja, kepuasan kerja, guru*

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CHAPTER 1

INTRODUCTION

1.1 Background of Study

Education is the cornerstone of the strength and progress of a nation. However, we often forget the heart of education, the teacher. The role and responsibility as a teacher is very heavy. Teachers not only teach but also serve to educate the students to be excellent in terms of human intellectual, moral, emotional, and physical. In line with the times and progress in the world of education, the role of teachers have undergone changes with greater responsibility and burden heavier. Now but to teach, teachers also need to spend most of his time at the school by conducting extra classes and involved in many extra-curricular activities and sports.

The task of a teacher is actually not as easy as it looks. Apart this professionalism demands patience and perseverance, a teacher also need to master the knowledge including psychology. At school, teachers become "mother" and "father" to their students. Thus, they are responsible for the safety, discipline and academic achievement. In a busy teaching, they also become a counselor to solve all the problems faced by students who are under their supervision. Teachers also are a place to complain, discuss, consult and ask for advice and help.

With the diversity of family patterns of upbringing, different socio-economic backgrounds and the demands of society, the teaching profession is considered to be a very challenging career nowadays. Teachers need to equalize the diversity of family backgrounds and specialties of each student in a class of 40 to 50 students. Countries emphasizes academic excellence while parents become observers to the actions of teachers and mass media also plays occurrence relating loosen the issues relevant to the teaching profession cause teachers to feel challenged and often put pressure on teachers.

Stress is a normal thing experienced by humans in everyday life. Although stress is an inevitable thing, but the extent of stress can affect a person depends on how the individual handles the stress. Each individual has a different perception of stress and act in different ways in handling. According to Fontana (1989), stresses the demand made on the ability of the mind and body adaptation. Also, explain if a person's ability to handle the request, then the pressure will be a positive impact.

Job satisfaction is indispensable in the life of an employee. Researchers such as Herzberg (1959) has emphasized that job satisfaction is the most important human needs and must be met, especially to achieve self perfection. Job satisfaction to an individual whether it is a teacher or other careers are dependent on the value of the work in accordance with the interpretation of the individual evaluation. Height value of work by someone who felt that individuals can cause it to become satisfied, committed, passionate and loyal to work, then it will always carry out his duties with alacrity and without any coercion heart (Herzberg, 1959). Therefore, in order to achieve the goal of an effective education system in the school, a teacher must be able to deal with stress in the acquisition of job satisfaction. A teacher should enhance performance and moving towards producing optimal and increase productivity. This is due to increased job satisfaction to increased productivity, capacity and effectiveness of the organization. The research will be done by collecting data from the teachers of the Sek. Men. Kebangsaan Sri Muar, Johor. The school's teachers consist of three races which are Malay, Chinese, and Indian.

1.2 Statement of Problem

With the existence of change and reform in education certainly makes the role and duties of teachers is heavy and challenging (Utusan Malaysia, March 15, 2003).

Education Director, General Dato 'Dr. Haji Ahmad Bin Sipon also says, "Teachers should make themselves relevant to the current change through increasing demands knowledge, knowledge, and skills to the highest level possible (Raja Maria Diana Raja Ali, 2011)".

The studies that have been conducted previously showed the teachers in our country suffer from stress and job dissatisfaction because of the existence of constant change happening in the world of education (Raja Maria Diana Raja Ali, 2011). They also have to deal with various problems in life such as family and financial problems. These factors will cause stress. Pressure arising will render them unable to perform the tasks entrusted effectively. In addition, these studies also revealed that the working conditions, remuneration, promotion, supervision and peer relationships will also cause stress and job dissatisfaction among teachers. According to Raja Maria Diana Raja Ali (2011), stress that there will be negative impacts that will cause a veteran teachers leave the teaching profession.

In general, this study is to identify the extent of the stress level and the job satisfaction level among teachers in Sek. Men. Kebangsaan Sri Muar, Johor during their routine day at school. Finally, this study will explore the relationship between job stress with job satisfaction among teachers in Sek. Men. Kebangsaan Sri Muar, Johor. The findings of this study are expected very useful as a guide to teachers in the face of stress and thus provide job satisfaction among them.

1.3 Research Questions

The research questions of the study are:

- 1.3.1 What is the job stress level experienced by teachers in Sek. Men. Kebangsaan Sri Muar, Johor?
- 1.3.2 What is the job satisfaction level experienced by teachers in Sek. Men. Kebangsaan Sri Muar, Johor?
- 1.3.3 What are the relationship between the job stress level and job satisfaction level of teachers in Sek. Men. Kebangsaan Sri Muar, Johor?

1.4 Research Objectives

The objective of this study is to:

- 1.4.1 To identify the job stress level of teachers in Sek. Men. Kebangsaan Sri Muar, Johor.
- 1.4.2 To identify the job satisfaction level of teachers in Sek. Men. Kebangsaan Sri Muar, Johor.
- 1.4.3 To understand the relationship between the job stress level and job satisfaction level of teachers in Sek. Men. Kebangsaan Sri Muar, Johor.

1.5 Hypothesis of Study

The hypotheses of the study for the research are as below:

H1: The relationship between the job stress level and job satisfaction level of teachers in Sek. Men. Kebangsaan Sri Muar, Johor.

H0: There is no significant between the job stress level and job satisfaction level of teachers in Sek. Men. Kebangsaan Sri Muar, Johor.

HA: There is a significant between the job stress level and job satisfaction level of teachers in Sek. Men. Kebangsaan Sri Muar, Johor.

1.6 Scope of Study

The scope of study for this research will focus on the job stress levels and job satisfaction levels experienced by teachers in Sek. Men. Kebangsaan Sri Muar, Johor. It also will study on the relationship between the job stress levels and job satisfaction levels faced by them.

1.7 Importance of Study

Indeed, studies on teacher's stress had a lot conducted by previous researchers. Most of these studies only examine the factor of stress and the causes that lead teacher's stress. However, this study is not only want to measure the job stress levels but also want to know the job satisfaction levels that teachers faced. Researchers hope the findings from this study will benefit certain parties such as the ministry, the school administration and teachers as well as being a continuation of the theories or models available.

Results of this study will provide useful input to the ministry about the stress levels and prediction of stress among teachers. This is to enable the ministry to formulate programs or activities involving teachers without adding pressure to them. For example, when the ministry was aware of the major causes leading to pressure the teachers, then, measures will be taken to reduce their stress in giving a positive impact on them.

In addition, the results of this study can also open the eyes of the school administration about what is really the cause of teachers to feel stress. As the school administration that is the closest to the teachers, then, very easy for administration to use this opportunity to ease the stress of teachers by avoiding activities or things that cause stress among them. Principals will also take into account some specific aspects before undertaking activities to minimize the stress of teachers. This can help them to perform tasks more smoothly without pressure, in turn, produce quality teachers.

The findings will also provide insight to administration about the needs of teachers who can be met by the administration in reducing the stress of them. When the administration understands weaknesses or deficiencies in the school administration, then, measures to improve made in order to reduce the stress of teachers. As a result they will feel more comfortable when dealing with the administration and can focus on the tasks entrusted to it.

For teachers in Sek. Men. Kebangsaan Sri Muar, Johor also can make these findings as a guide in taking responsibility as a teacher to face the challenges in the school with greater confidence.

1.8 Limitation of Study

There are several limitations on doing this research such as this study involved only teachers who work in Sek. Men. Kebangsaan Sri Muar, Johor. Respondents to the survey did not include all of teacher who works in the school of Muar district throughout Malaysia due to time and resource constraints. Thus, the findings cannot be generalized to all of teacher around Malaysia as the difference places and different environments.

Because the instruments used in the study was a questionnaire, then findings of the research is dependent on the extent of honesty and sincerity of the respondents to answer the questions. Researchers assumed that respondents provide accurate information in a sincere and honest.

1.9 Operational Definition

1.9.1. Job Stress

Stress includes resources internal and external stimuli. While Kyriacou (1989) in Raja Maria Diana Raja Ali (2011) defines stress as a condition caused by changes emotionally, mentally and physically due to the nature of the duties which they practice. Appley and Turnbull (1967) in Raja Maria Diana Raja Ali (2011) felt the pressure as something that affects the physiological and behavioral response to the stimulus that is not liked. The conclusion is that as a stress reaction or adjustment process of a "somatic" of any variation or environmental stimuli.

1.9.2. Job Satisfaction

Job satisfaction is how content an individual is with their job. Scholars and generally make a distinction between affective job satisfaction and cognitive job satisfaction. Affective job satisfaction is the extent of pleasurable emotional feelings that individuals have about their jobs overall, and cognitive job satisfaction is the extent of individuals' satisfaction with particular facets of their jobs, such as pay and working hours.

1.9.3. Teacher

A teacher is a person who provides education for peoples (children) and students (adults). The role of teacher is often formal and ongoing, carried out at a school or other place of formal education. In many countries, a person who wishes to become a teacher must first obtain specified professional qualifications or credentials from a university or college. Teachers, like other professionals, may have to continue their education after they qualify, a process known as continuing professional development. Teachers may use a lesson plan to facilitate student learning, providing a course of study which is called the curriculum.

A teacher's role may vary among cultures. Teachers may provide instruction in literacy and numeric, craftsmanship or vocational training, the arts, religion, civics, community roles, or life skills.

1.10 Theoretical Framework

The researcher comes out with the following theoretical framework as the summarization of the above theory. This theoretical framework is helpful in designing questionnaires in chapter later on.

RELATIONSHIP BETWEEN JOB STRESS LEVEL AND JOB SATISFACTION LEVEL OF TEACHERS.

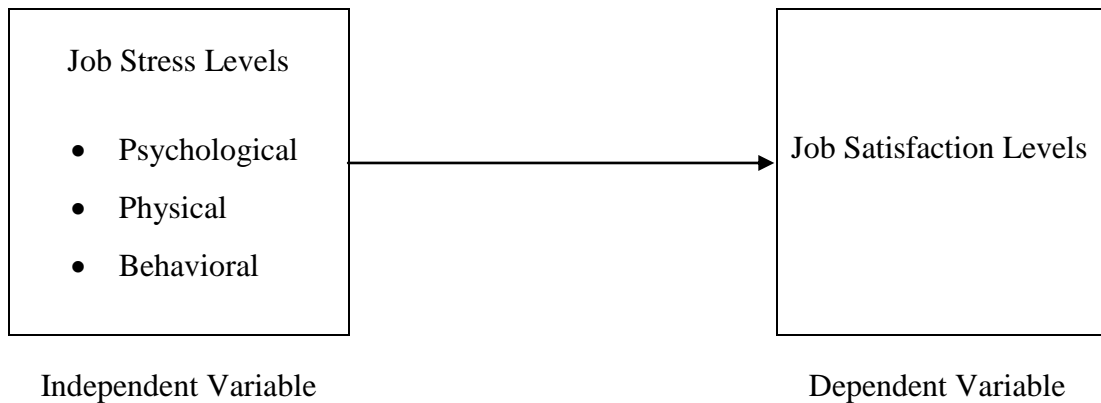


Figure 1.1: Theoretical framework

1.11 Summary

In this chapter, has been pointed out one by one the things which form the basis and direction for this study. Researcher had set a number of goals to be achieved at the end of the research. Based on the objectives of the study, the researcher then develops some questions and hypotheses. At the same time, the researcher also noted the scope, importance of the research and limitation of the study.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter highlights the literature review of the job stress levels and job satisfaction levels of teachers in the Sek. Men. Kebangsaan Sri Muar, Johor. This study also aims to understand the relationship between the job stress level and job satisfaction level of teachers. This study used various reference materials as a guideline such as journals, books, thesis and other printed medium. The information from this research can be used to strengthen the understanding and conceptualized research framework.

2.2 Job Stress

According to Chew (1977), the profession of a humanitarian nature or service is a stressful job and according to Abraham (2005) furthermore, there may be a problem in the school teacher cannot be dismissed. There are those who carry out their duties with full dedication but there are also those who are not interested in their duties as specified by Ibrahim (2005), that there are very few teachers have guided and self-deployed to improve the quality of education for the world to survive.