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THE INFLUENCE OF JOB STRESS AND JOB SATISFACTION TOWARDS JOB  
PERFORMANCE OF SECONDARY CLUSTER SCHOOL TEACHERS IN KUANTAN



MASTER OF HUMAN RESOURCE MANAGEMENT  
UNIVERSITI UTARA MALAYSIA  
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**THE INFLUENCE OF JOB STRESS AND JOB SATISFACTION  
TOWARDS JOB PERFORMANCE OF SECONDARY CLUSTER SCHOOL  
TEACHERS IN KUANTAN**



Thesis Submitted to  
School of Business Management (SBM),  
UUM College of Business (COB)  
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in Partial Fulfillment of the Requirement for the Master of Human Resource Management



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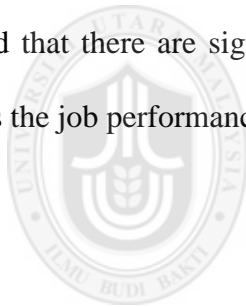
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## ABSTRACT

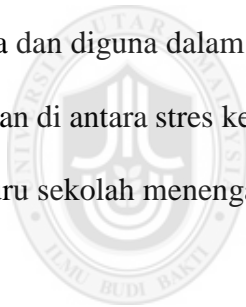
Job performance among teachers have been a topic of interest among many researchers. In this work, the relationships between job stress and job satisfaction towards the job performance of secondary cluster school teachers in Kuantan, Pahang were investigated. The main objectives of this study are to examine the level of performance among the cluster school teachers and to determine the relationships between job stress, job satisfaction and job performance. In assessing the links between those variables, 300 questionnaires were distributed to four cluster schools in Kuantan, Pahang and among them, 226 questionnaires were collected and used in this study. The findings of this study revealed that there are significant relationships between job stress and job satisfaction towards the job performance of the cluster school teachers in Kuantan, Pahang.



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## ABSTRAK

Prestasi kerja dalam kalangan guru adalah suatu topik yang sering dikaji. Dalam kajian ini, hubungan di antara stres kerja dan kepuasan kerja yang menyumbang kepada prestasi kerja dikaji dalam kalangan guru-guru sekolah menengah kluster di Kuantan, Pahang. Objektif utama kajian ini ialah untuk menilai kepuasan kerja guru-guru sekolah menengah kluster, mengkaji hubungan di antara stres kerja terhadap prestasi kerja dan kepuasan kerja terhadap prestasi kerja. Untuk menilai perhubungan diantara pembolehubah-pembolehubah tersebut, sebanyak 300 soal selidik telah diedarkan kepada empat buah sekolah kluster di Kuantan, Pahang dan daripadanya sebanyak 226 soal selidik telah diterima dan diguna dalam kajian ini. Keputusan kajian menunjukkan terdapat hubungan signifikan di antara stres kerja dan kepuasan kerja terhadap prestasi kerja dalam kalangan guru-guru sekolah menengah kluster di Kuantan, Pahang.



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## CHAPTER 1: INTRODUCTION

### 1.1 INTRODUCTION

Teaching has been considered as one of the most interesting and challenging professions in human endeavor. Teaching is a highly noble profession and teachers are asset to the nation. Teachers role is very crucial in molding and shaping the next generation of the nation. Since a teacher is a role model for the students, job satisfaction and eventually performance of teachers become very vital in the fields of education. Teacher competence is recognised as an important requisite to improve students' academic performance and their experiences of schooling. The current strategy in Malaysia to improve this competency and outcomes of education culminated in the articulation of the *Standard Guru Malaysia* or the Malaysian Teacher Standards (MTS). Education has been changed by modernization and globalization thus, the teaching methods and tools have become increasingly sophisticated as the need for teachers to teach effectively.

The goal of becoming a developed country in the framework of its Vision 2020 will be realized if the talent is born through quality education in line with the country's economic progress. Indeed, the country needs a powerful teacher as a key driver in establish a quality education. Arsaythamby (2013) stated that teachers' quality and high capacity should have a level of competence that meet the following components namely; (1) will be able to improve their knowledge continuing to improve the performance of self, (2) will be able to use and benefit from of knowledge and skills to perform the job Excellent achieve the objective of

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## APPENDIX A – QUESTIONNAIRE

### Teachers' Job Performance at Secondary Schools in Kuantan, Pahang

This questionnaire is conducted by Master of Human Recourse Management student of UUM in order to investigate the job performance among teachers in Kuantan, Pahang. Please answer the entire following questions below.

#### SECTION A

#### DEMOGRAPHIC PROFILE

---

##### 1. Gender

Male

Female

##### 2. Age

Below 25

46 -55 years

26-35 years

More than 55 years old

36-45 years

##### 3. Ethnicity

Malay

Chinese

Indian

Others

**4. Marital Status**

<input type="checkbox"/>	Single	<input type="checkbox"/>	Married
<input type="checkbox"/>	Divorced	<input type="checkbox"/>	Widow

**5. Academic Qualification**

<input type="checkbox"/>	STPM	<input type="checkbox"/>	Diploma
<input type="checkbox"/>	Bachelor Degree	<input type="checkbox"/>	Master Degree
<input type="checkbox"/>	Others		

**6. Average working hours per week**

<input type="checkbox"/>	30 hours	<input type="checkbox"/>	35 hours
<input type="checkbox"/>	40 hours	<input type="checkbox"/>	50 hours and above

**7. Basic Salary Per Month**

<input type="checkbox"/>	RM 1000 – RM 2000	<input type="checkbox"/>	RM 4001 – RM 5000
<input type="checkbox"/>	RM 2001 – RM 3000	<input type="checkbox"/>	RM 5001 – RM 6000
<input type="checkbox"/>	RM 3001 - RM 4000	<input type="checkbox"/>	RM 6001 and above

## 8. Experience Teachers

<input type="checkbox"/>	< 5 year	<input type="checkbox"/>	5-10 years
<input type="checkbox"/>	11-15 years	<input type="checkbox"/>	16 - 20 years
<input type="checkbox"/>	21 - 25 years	<input type="checkbox"/>	26 -30 years
<input type="checkbox"/>	31 years above		

## SECTION B

### Part A : Job Stress and Job Performance

This section is seeking your opinion on your job stress and job satisfaction. Please indicate to what extent you agree or disagree with the statement. Please circle your opinion towards the statement given.

1	2	3	4	5
<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>

Job Stress	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. In the last month I often felt nervous and stressed at work?	1	2	3	4	5
2. In the last month often found that I could not cope with all the things that you had to do?	1	2	3	4	5
3. In the last month I often angered because of things that happened that been outside your control?	1	2	3	4	5
4. In the last month I often felt that difficulties were piling up so high that you could not overcome them?	1	2	3	4	5
5. I have unachievable deadlines	1	2	3	4	5
6. I have to neglect some tasks because I have too much work to do	1	2	3	4	5
7. I am unable to take sufficient breaks	1	2	3	4	5
8. I have unrealistic time pressures					



	1	2	3	4	5
9. I am supported through emotionally demanding work	1	2	3	4	5
10. Relationships at work are strained	1	2	3	4	5
11. I am pressured to work long hours	1	2	3	4	5
12. I do not get help and support that I need from colleagues when need to work longer hours	1	2	3	4	5
13. My working time cannot be flexible	1	2	3	4	5
14. I am pressured to stay back and work	1	2	3	4	5
15. I am not enjoyed working longer hours	1	2	3	4	5
16. I have experienced dealing with destructive misbehaviour student	1	2	3	4	5
17. I seldom praise positive behaviour of student	1	2	3	4	5
18. I seldom use problem-solving strategy (e.g., define problem, brainstorm solutions) of student	1	2	3	4	5
19. I seldom use anger management strategy for myself (e.g., deep breaths, positive self-talk)	1	2	3	4	5
20. I seldom use persistence coaching of student (focusing, being patient, working hard)	1	2	3	4	5
<b>Job Satisfaction</b>					
1. I feel my present job is satisfying	1	2	3	4	5
2. I have personal and work related goals to guide my achievement	1	2	3	4	5
3. The job achieve my short and long term goals	1	2	3	4	5

4. The job is achievable and attainable	1	2	3	4	5
5. The job itself gives freedom and independence in completing it.	1	2	3	4	5
6. I have recognition on the work I do	1	2	3	4	5
7. I will be praised with the job that I have done	1	2	3	4	5
8. My salary is relevant to my qualification and experiences	1	2	3	4	5
9. My salary is competitive and meet my expectation	1	2	3	4	5
10. I am comfortable working in this environment	1	2	3	4	5

## SECTION C

### Part B : Job Performance

This section is seeking your opinion on your current job performance. Please indicate how you feel about the following aspects in the job.

1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied

<b>Job Performance</b>					
1. Being able to keep busy all the time	1	2	3	4	5
2. The chance to do different things from time to time	1	2	3	4	5
3. I been paid the amount of work I do	1	2	3	4	5

4. The feeling of accomplishment I get from the work I do.	1	2	3	4	5
5. The ability to work with my peers	1	2	3	4	5

THANK YOU



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## APPENDIX B – RELIABILITY TEST

**Case Processing Summary**

		N	%
Cases	Valid	226	100.0
	Excluded <sup>a</sup>	0	.0
	Total	226	100.0

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.552	.666	35

**Item Statistics**

	Mean	Std. Deviation	N
JST1	4.08	.804	226
JST2	4.39	.541	226
JST3	3.87	.728	226
JST4	3.96	.672	226
JST5	4.11	.737	226
JST6	3.84	.567	226
JST7	3.63	.493	226
JST8	4.38	.670	226
JST9	4.07	.757	226
JST10	3.95	.439	226
JST11	3.92	.752	226
JST12	4.42	.769	226
JST13	4.42	.769	226
JST14	4.32	.836	226
JST15	4.42	.769	226
JST16	2.74	1.061	226
JST17	4.12	.739	226
JST18	4.06	.706	226

JST19	3.38	.487	226
JST20	3.64	.481	226
JSF1	2.59	1.072	226
JSF2	4.27	.525	226
JSF3	2.94	1.000	226
JSF4	2.51	1.178	226
JSF5	2.37	.930	226
JSF6	2.51	.668	226
JSF7	2.82	.908	226
JSF8	2.92	.787	226
JSF9	2.42	.608	226
JSF10	2.46	.574	226
JP1	2.80	.750	226
JP2	2.50	.583	226
JP3	2.50	.583	226
JP4	2.50	.583	226
JP5	2.50	.583	226

**Scale Statistics**

Mean	Variance	Std. Deviation	N of Items
120.30	41.225	6.421	35