

# A Study Of Kolej Komuniti Jasin Staff Work Satisfaction Level

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## Abstract

Human resources are the main driving force for the success of an organization. The satisfaction of working staff in an organization at a good level can produce high-performance, motivated and efficient staff while helping to increase productivity and achieve performance indicators targets set by the organization. The management of an organization needs to ensure that the level of job satisfaction of its employees is always at a good level. Hence, the objective of this study is to identify the level of job satisfaction of Kolej Komuniti Jasin staff and factors that may affect the level of job satisfaction among the staff of Kolej Komuniti Jasin. This study was conducted through the distribution of questionnaires using *Google Form* software. 52 respondents out of 65 total staff of Kolej Komuniti Jasin filled out the questionnaires distributed. Respondents comprised a group of lecturers and support staff of Kolej Komuniti Jasin. The data were analysed using the *Statistics Package for Social Science* (SPSS) version 27.0 software. Frequency analysis is used to analyse the respondent's demographic information, while the mean technique is used in descriptive analysis. The findings showed that Kolej Komuniti Jasin staff's job satisfaction is at a very satisfactory level. From the results of this study, it was found that other facilities/services factors are the main factors that can influence the level of job satisfaction among the staff of the Kolej Komuniti Jasin. This study shows that the management practices of the Kolej Komuniti Jasin organization currently implemented meet the level of job satisfaction among its staff. From this study, there are inputs and suggestions that the management of Kolej Komuniti Jasin can evaluate as an improvement of management practices in the future.

**Keywords:** Work Satisfaction; Staff; Management Practice

## 1.0 Introduction

The satisfaction of working staff in an organization at a good level can produce high-performance, motivated and efficient staff at work and help to increase productivity and achieve performance indicators targets as set by the organization (Abd. Latif Ahmad & Najmiah Abdullah, 2017). Work satisfaction, according to Hoppock, 1935 is when an employee says that he is satisfied with his work due to psychological factors, physiology and environmental conditions. Combining these factors will create a feeling in the employee towards the work he is working on doing the task. It encourages an employee to be more committed, earnest, motivated, and interested and to do his job with his heart. The result can be seen in the value of the work produced. The higher the satisfaction of working with the employee, the higher the value of the work produced.

Several factors can be identified to increase job satisfaction among staff. Such data findings can help the institution's management to take the initiative to implement improvement proposals from time to time.

Thus, this study on the level of job satisfaction was carried out on the staff of Kolej Komuniti Jasin to identify the level of job satisfaction and factors that could affect the level of job satisfaction among the staff of Kolej Komuniti Jasin. It is an effort and input to the management in order to evaluate and improve the management practices of Kolej Komuniti Jasin that have been implemented as well as for future improvement, especially in terms of areas and burdens of staff duties, supervision of the head, career improvement, appreciation or recognition, communication at work and other facilities or services.

## **2.0 Literature Review**

Introduction to job satisfaction is an important step in understanding the fundamental aspects of this study. Job satisfaction is a factor that plays a role in measuring staff satisfaction and well-being in an organizational context (Ismail & Talip, 2010).

Work satisfaction refers to the positive feelings or satisfaction experienced by employees towards their work in the organization (Siti Intan Diyana et al., 2016). It involves the subjective perception and assessment of individuals of their work.

Job satisfaction significantly impacts individual achievement, motivation, and commitment to the organization. Satisfied staff are more likely to demonstrate high performance, increase productivity, and remain loyal to the organization (Abdul Air et al., 2022). On the other hand, low job satisfaction can lead to decreased motivation, job exchange, and low performance.

In the context of this study, the introduction to the concept of job satisfaction is important as it will help in understanding how the level of job satisfaction of Kolej Komuniti Jasin staff may affect their performance and productivity. Understanding this concept will be a platform to explore the factors that influence job satisfaction in the organization.

The results of previous research have identified factors that affect the job satisfaction of staff in various organizations, including higher education institutions such as Kolej Komuniti Jasin (Ismail & Talip, 2010). Understanding these factors is important to identify aspects that need to be noted in improving staff job satisfaction.

Several past studies have been conducted in institutions of higher learning to identify the level of job satisfaction among their staff. The study of work satisfaction among lecturers at Kolej Komuniti Selandar for the five (5) elements studied was moderate (Suhaila, Siti Rohana & Azhar Yaakub, 2012).

According to a study conducted by Sarimah binti Ismail and Faridatul Akmar binti Talip (2010) among lecturers from the Department of Technical

Education and Engineering (JPTK), Faculty of Education, Universiti Teknologi Malaysia, Skudai shows that four (4) factors contribute to the level of job satisfaction which are the factors of colleagues, students, Head of Department as well as incentives and salaries. At the same time, seven (7) factors cause job dissatisfaction among the respondents: workload, academic management, senior and junior staff relations, support staff, lack of lecture rooms, workshop or laboratory facilities and lack of teaching staff.

Understanding job satisfaction in the higher education sector is important as it leads to specific aspects related to teaching, learning, and research (Ismail & Talip, 2010).

Higher education institutions such as community colleges play an important role in developing society and the economy. Thus, the job satisfaction of personnel in the context of higher education plays a significant role in achieving the goals of this institution.

### 3.0 Methodology

A study instrument is a research tool or medium used for data collection to produce a study. This study quantitatively analyses the data using the questionnaire as its study instrument. This set of questionnaires was developed using *Google Forms* adapted from the Department of Agriculture's Work Satisfaction Survey January – June 2012 and distributed online to 65 respondents comprising top management group officers, lecturers and staff of the Kolej Komuniti Jasin Administration. 52 respondents answered the questionnaire distributed.

This questionnaire consists of three (3) sections, namely Part A, which includes the respondent's demographic profile and contains items such as age, gender, category of position, position grade and length of service at Kolej Komuniti Jasin. Section B covers aspects that affect work satisfaction. Details on the aspects that affect job satisfaction among the staff of Kolej Komuniti Jasin as a whole are shown in Table 1. Part C is the opinion or recommendation from the respondent on job satisfaction for improvement to the management and services at Kolej Komuniti Jasin.

Table 1: Number of items in terms of job satisfaction

Satisfaction Aspect	Number of items
Task field	3
Supervisor/head	5
Career improvement	5
Appreciation/recognition	3
Transportation at work	4
Other facilities/services	9

The data were analysed using the *Statistics Package for Social Science* (SPSS) version 27.0 software. Frequency analysis is used to analyse the respondent's demographic information, while the mean technique is used in descriptive

analysis. The mean interpretation determination is based on the modified mean score range from Creswell (2005), as shown in Table 2.

Table 2: Mean Score Interpretation Scale

Mean Score Range	Mean Interpretation
1.00 – 1.80	Not Satisfied
1.81 – 2.60	Lack Of Complacency
2.61 – 3.40	Quite Satisfied
3.41 – 4.20	Satisfied
4.21 – 5.00	Very Satisfied

## 4.0 Results and discussions

### 4.1 Data Analysis

The data collected was analysed using the *Statistics Package for Social Science* (SPSS) version 27.0 software. The information from the questionnaire in section A is analysed using the frequency analysis method to obtain the frequency and percentage reading values. Part B is analysed using descriptive statistical methods for mean reading values and standard deviations.

### 4.2 Respondent Demographics

Table 3: Sprinkling Respondents' Demographic Profiles

Demography		Frequency	Percent (%)
Age	26 To 35 Years Old	3	5.8
	36 To 45 Years Old	39	75.0
	46 To 55 Years Old	9	17.3
	56 To 60 Years Old	1	1.9
Gender	Man	17	32.7
	Woman	35	67.3
Position Category	Academic	34	65.4
	Administration	18	34.6
Position Grade	H11	2	3.8
	N11/19/22/29	9	17.3
	W22/29	2	3.8
	S22/29/44	2	3.8
	Fa29/32	2	3.8
	Dh32/34	6	11.5
	Dh41/42/44	11	21.2
	Dh48/52	18	34.6
Duration Of Service At Kolej Komuniti Jasin	Under 5 Years Old	18	34.6
	6 To 10 Years	8	15.4
	11 To 15 Years	15	28.8
	16 To 20 Years	11	21.2

The study involved 52 respondents comprising staff of Kolej Komuniti Jasin. Of these, 32.7% were male, and the rest were female staff. Most respondents were aged between 36 and 45 years (75.0%). A total of 65.4% of the

respondents were academic staff. In comparison, another 34.6% were support staff, and they were from various grades of positions and, on average, had served at Kolej Komuniti Jasin between 5 to 20 years.

### 4.3 Aspects of Work Satisfaction

Part B is a descriptive analysis of studies. The aspects studied include areas of duty, supervisor or head, career advancement, appreciation or recognition, workplace relationships and other facilities or services.

#### 4.3.1 Task Field

Table 4: Analysis of Task Area Aspects

No.	Item	Mean	Standard Deviation	Mean Interpretation
1	Suitability of tasks to interests and abilities	4.21	0.637	Very satisfied
2	Always enthusiastic and able to perform the assigned tasks	4.25	0.682	Very satisfied
3	The workload that is commensurate with the abilities and positions held	4.17	0.760	Satisfied
Overall Mean score		4.21		Very satisfied

The analysis results presented in Table 4 showed that item 2 received the highest mean score of 4.25, with the mean very satisfied. Item 3, related to workload, corresponds to the ability to get the lowest mean score at a mean reading of 4.17, with the mean level being satisfied. Overall, the study's results found that the overall mean score for the task area was 4.21, which is very satisfactory. It shows that all Kolej Komuniti Jasin staff are very satisfied with the duties distribution and are committed to carrying out the assigned tasks.

#### 4.3.2 Supervisor / Head

Table 5: Analysis of Supervisor/Head Aspects

No.	Item	Mean	Standard Deviation	Mean Interpretation
1.	The supervisor/ chief's instructions are clear and easy to understand	4.27	0.689	Very satisfied
2.	Supervisor/Head always provides feedback and guidance on the work done	4.27	0.689	Very satisfied
3.	Supervisor/Head has the skills to make good decisions	4.19	0.841	Satisfied
4.	The division of work by the supervisor/head is done fairly	4.10	0.799	Satisfied
5.	The supervisor/Head is willing to accept subordinate	4.21	0.667	Very satisfied

	suggestions/opinions and always encourage			
Overall Mean score		4.20		Satisfied

Based on Table 5, the analysis shows that items 1 and 2 scored the highest mean score of 4.27, with mean performance very satisfied. The lowest mean score is for item 4, which is 4.10 and is in the satisfied level. Although the mean score of item 4 is the lowest, it still shows that the respondent is satisfied with the skill item for decision-making and the division of work performed by the supervisor or head. The overall mean score for this aspect of supervisor or head assessment is 4.20, which is satisfactory. It indicates that the respondent is satisfied with the supervisory aspect of the head at Kolej Komuniti Jasin.

#### 4.3.3 Career Improvement

Table 6: Analysis of Career Improvement Aspects

No.	Item	Mean	Standard Deviation	Mean Interpretation
1.	Have the opportunity to follow an appropriate training program for self-performance improvement	4.33	0.585	Very satisfied
2.	Opportunity to apply what is learned after training	4.35	0.556	Very satisfied
3.	Justice practised by supervisors/chiefs in conducting annual work performance assessments and feedback to improve work performance.	4.29	0.723	Very satisfied
4.	Opportunity to do different work from time to time to highlight your potential	4.21	0.637	Very satisfied
5.	A bright opportunity to move forward in the public service	4.35	0.590	Very satisfied
Overall Mean score		4.30		Very satisfied

The display in Table 6 shows the results of the evaluation analysis on the career improvement aspect of Kolej Komuniti Jasin staff. The analysis showed that item 2, i.e., the opportunity to apply what was learned after training and item 5, the opportunity to continue to progress in career, had the highest mean score of 4.35 with a mean at a very satisfactory level. Item 4 is the item that received the lowest score with a mean rate of 4.21, but this item is still at a very satisfactory level. From the overall mean score, it was found that all respondents were very satisfied with the aspect of their career improvement.

#### 4.3.4 Appreciation / Recognition

Table 7 below shows that item 3, i.e. incentive award (APC) and other recognitions, received the lowest mean score of 3.85 but still at the level of satisfaction. While item 2 shows the highest mean score of 4.15, and item 1 with a mean score of 4.13. Both of these items are also at the level of satisfied. The overall mean score for this aspect is 4.04. Moreover, the findings of this analysis illustrate that the respondent's working satisfaction on the aspect of appreciation or recognition is at a satisfied level.

Table 7: Analysis of Aspects of Appreciation / Recognition

No.	Item	Mean	Standard Deviation	Mean Interpretation
1.	Supervisor/Head certifies and appreciates good work	4.13	0.768	Satisfied
2.	A promotion policy that is fair and oriented towards the abilities and achievement of work results	4.15	0.697	Satisfied
3.	Incentive grants (APCs) and other recognitions are based on the achievement of individual performance and excellence	3.85	0.826	Satisfied
Overall Mean score		4.04		Satisfied

#### 4.3.5 Workplace Transportation

Table 8: Analysis of Aspects of Workplace Relationships

No.	Item	Mean	Standard Deviation	Mean Interpretation
1.	Have a good relationship with the supervisor/leader	4.25	0.682	Very satisfied
2.	Have a good relationship with the rest of the staff	4.33	0.678	Very satisfied
3.	Colleagues always provide help and encouragement	4.31	0.673	Very satisfied
4.	The belonging programmes implemented can foster teamwork and strengthen the relationship between staff	4.15	0.668	Satisfied
Overall Mean score		4.26		Very satisfied

Based on Table 8 presented above, it was found that item 2 obtained the highest mean score of 4.33, followed by item 3 with a mean score of 4.31, which indicates that the respondents are very satisfied with the good relationship between the staff whether it is related to the supervisor/head or other staff. Item 4, i.e., the belonging program implemented, received the lowest mean score of 4.15, with the mean performance satisfied. However, the

overall mean score showed that the respondents felt very satisfied with the good relationship between the supervisor/chief and colleagues and always helped and encouraged each other.

#### 4.3.6 Facilities/Services

Table 9: Analysis of Facilities/Services Aspects

No.	Item	Mean	Standard Deviation	Mean Interpretation
1.	Workspace / Meeting room	4.48	0.505	Very satisfied
2.	Pantry facilities	4.15	0.751	Satisfied
3.	Toilet facilities	4.37	0.596	Very satisfied
4.	Internet line	3.96	1.028	Satisfied
5.	Air conditioning system	4.17	0.879	Satisfied
6.	Surau facilities	4.46	0.609	Very satisfied
7.	Office vehicle facilities	4.40	0.603	Very satisfied
8.	Operator / Telephone services	4.60	0.495	Very satisfied
9.	Office Equipment (computers, telephones, printers and photocopiers)	4.38	0.661	Very satisfied
Overall Mean score		4.33		Very satisfied

Based on Table 9, the analysis findings showed that item 4, the internet line facility, had the lowest mean score of 3.96, with the mean performance satisfied. It shows that the internet connection facilities at Kolej Komuniti Jasin need to be improved to improve the quality of services, especially to ensure that the learning and teaching process runs smoothly. While the highest mean score is on item 8, i.e., operator/telephonist services, with a mean score of 4.60 and being in the mean interpretation level is very satisfied. Overall, the findings showed that the overall mean score on other aspects of facilities/services at Kolej Komuniti Jasin was 4.33, which is very satisfactory. With the findings of the analysis on this aspect, it can be concluded that the level of job satisfaction of the staff of Kolej Komuniti Jasin is at a very satisfied level except for the convenience of the internet line.

## 5.0 Conclusion

In conclusion, this study shows that the level of working satisfaction of Kolej Komuniti Jasin staff is very high. Of the six (6) elements measured, four (4) elements, namely Task Area, Career Improvement, Workplace Relations and Other Facilities/Services, scored Very Satisfied. Two (2) elements, Supervisor/Head and Appreciation/Recognition, scored Satisfied among the staff of Kolej Komuniti Jasin.

From this study, there are inputs and suggestions that the management of Kolej Komuniti Jasin can evaluate as an improvement of management practices in the future. All staff must be entrusted to hold any position in the



rotation system. In addition, the views of the staff should be emphasized by the head or supervisor in making decisions on matters. The welfare of the staff can also be improved from time to time by increasing the number of programs and activities that can strengthen family ties among the staff of Kolej Komuniti Jasin. With this proposed improvement, it is hoped that it will improve the level of job satisfaction among the staff of Kolej Komuniti Jasin and thus assist the institution in achieving excellence in the future.

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### **Author Contributions**

**Roslinda O.:** Introduction, Literature Review, Conceptualisation, Conclusion, Writing- Original Draft Preparation, Writing-Reviewing and Editing;

**Dian A.M.:** Methodology, Data Analysis, Software, Validation, Supervision; Writing-Reviewing and Editing.

### **Conflicts of Interest**

The manuscript has not been published elsewhere and is not under consideration by other journals. All authors have approved the review, agree with its Submission and declare no conflict of interest in the manuscript.

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