UNIVERSITI PUTRA MALAYSIA

OCCUPATIONAL STRESS, WORK LOCUS OF CONTROL, MASCULINE IDEOLOGY, AND JOB SATISFACTION AMONG MALE PERSONNEL IN LUMUT NAVAL BASE, MALAYSIA

NOR LIYANA BINTI MOHD BOKTI

FEM 2013 15
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By

NOR LIYANA BINTI MOHD BOKTI

Thesis Submitted to the School of Graduate Studies, Universiti Putra Malaysia, in Fulfilment of the Requirements for the Degree of Master of Science

February 2013
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Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfilment of the requirement for the Degree of Master of Science

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NOR LIYANA BINTI MOHD BOKTI

February 2013

Chair: Associate Professor Dr. Mansor Abu Talib, PhD

Faculty: Human Ecology

Job satisfaction is one of the crucial elements in organizational reengineering and it is an important achievement in the adult developmental process including career that dominant by men. The current study was established to determine the relationship between occupational stress, work locus of control, masculine ideology and job satisfaction among male personnel in Lumut Naval Base, Malaysia. A total of 470 respondents were recruited from this main Naval Base in Malaysia using systematic random sampling. The level of occupational stress was measured using Job Related Tension Index by Kahn, et. al (1964), while work locus of control and masculinity ideology were measured using Work Locus of Control Scale (Spector, 1988) and Male Role Norm Inventory-Revised (Lavent, et. al, 1997) respectively. On the other hand, job satisfaction was measured using Job Satisfaction Survey (Spector 1985). Job satisfaction was determined based on nine facets namely pay, promotion, supervision, fringe benefits, contingent rewards, operating procedures, co-workers, nature of work, and communication. Results showed that the majority (63.0%) of Male navy personnel in Lumut Naval Base exhibited ambivalence job satisfaction.
Respondents reported least satisfaction with the operating procedures (M = 12.70) and being more satisfied with nature of work (M = 18.04). This study also found a significant relationship between occupational stress and work locus of control on job satisfaction. Besides that, one-way ANOVA analysis found a significant difference of job satisfaction between job classification with Officers being most satisfied as compared to Junior Rank. Finally, multiple regression analysis yielded a multiple coefficient of determination $R^2$ of 0.376 which means that only 37.6% of variation in the job satisfaction was explained by the predictors. Occupational stress was the most significant predictor in determining job satisfaction. Enhancing organizational behaviour and maintaining empowerment of men are unique features of the military that need to be made sense of, interpreted and understood so that the Malaysian Navy can attain world class levels in the future.

**Keywords:** Job satisfaction, occupational stress, work locus of control, masculinity, military, Navy personnel
TEKANAN PEKERJAAN, LOKUS KAWALAN KERJA, IDEOLOGI
MASKULIN DAN KEPUASAN KERJA DALAM KALANGAN ANGGOTA
LELAKI DI PANGKALAN TLDM LUMUT, MALAYSIA

Oleh

NOR LIYANA BINTI MOHD BOKTI

Februari 2013

Pengerusi: Professor Madya Dr Mansor Abu Talib, PhD

Fakulti: Ekologi Manusia

Kepuasan kerja adalah salah satu elemen dalam perekayasaan organisasi dan
pencaapaian penting dalam proses perkembangan dewasa termasuklah dalam kerjaya
yang didominasi oleh lelaki. Kajian ini adalah untuk mengkaji perkaitan antara
tekanan pekerjaan, lokus kawalan kerja, ideologi maskulin dan kepuasan kerja dalam
kalangan anggota lelaki di pangkalan TLDM Lumut, Malaysia. Seramai 470
responden telah dipilih daripada pangkalan TLDM utama di Malaysia melalui
kaedah persampelan sistematik. Tahap tekanan pekerjaan diukur menggunakan Job
Related Tension Index oleh Kahn, et. al (1964). Manakala, lokus kawalan kerja dan
ideologi maskulin masing-masing diukur menggunakan dan Work Locus of Control
Scale oleh Spector (1988) dan Male Role Norm Inventory-Revised (Lavent, et. al,
1997). Selain itu, kepuasan kerja pula diukur dengan Job Satisfaction Survey
(Spector 1985). Kepuasan kerja dalam kajian ini adalah berdasarkan sembilan aspek
iaitu gaji, kenaikan pangkat, majikan, faedah sampingan, penghargaan, polisi, rakan
sekerja, bidang tugas dan komunikasi. Hasil kajian mendapati majoriti (63.0%)
anggota Tentera Laut lelaki di pangkalan TLDM tidak pasti sama ada berpuas hati
atau tidak. Responden menyatakan paling kurang berpuas hati dengan polisi (M = 12.70) dan paling berpuas hati dengan bidang tugas (M = 18.04). Selain itu, kajian ini juga mendapatkan terdapat perkaitan yang signifikan antara tekanan pekerjaan dan lokus kawalan kerja dengan kepuasan kerja. Selain itu, analisis ANOVA sehala mendapat terdapat perbezaan yang signifikan bagi kepuasan kerja bagi klasifikasi kerja yang berbeza iaitu pegawai lebih berpuas hati jika dibandingkan dengan Laskar Kanan dan kebawah. Akhirnya, analisis regresi pelbagai pula mendapati penentuan nilai bagi $R^2$ adalah 0.376 di mana hanya 37.6% daripada variasi yang ada dapat menjelaskan penentu kepada kepuasan kerja. Tekanan pekerjaan pula adalah penentu paling berpengaruh dalam menyumbang kepada penentuan kepuasan kerja. Memperkaya perilaku organisasi dan memperkasa kemampuan lelaki adalah satu keunikan dalam bidang ketenteraan yang akan direalisasikan dan menyuntik kefahaman untuk mencapai anggota TLDM yang bertaraf dunia pada masa akan datang.

*Kata kunci:* Kepuasan kerja, tekanan pekerjaan, lokus kawalan kerja, maskulin, tentera, tentera laut
ACKNOWLEDGEMENTS

The Superior Man, when resting in safely, does not forget that danger may come. When in a state of security he does not forget the possibility of ruin. When all is orderly, he does not forget that disorder may come. Thus, person is not endangered, and his States and all their clans are preserved

(Confucious)

Permulaan perjalanan saya dalam menyiapkan thesis ini adalah kerana minat yang mendalam dan impian untuk menyumbangkan sesuatu kepada Tentera Laut Diraja Malaysia (TLDM) yang saya kagumi. Kajian ini adalah bertitik tolak daripada kajian semasa ijazah pertama saya iaitu kepuasan kerja dalam kalangan anggota tentera di kapal TLDM. Saya berharap kajian ini akan memberi sedikit gambaran dan inspirasi kepada pihak TLDM akan keperluan memastikan pembangunan manusia dan pemantauan bert erusan kepentingan warga TLDM menjadi keutamaan dalam membuat sesuatu dasar. Jauh disudut hati saya, pengorbanan anggota tentera laut tidak terbayar dengan gaji yang tinggi, lambakkemudahan dan penghargaan yang tinggi tetapi itulah sahaja yang mampu Malaysia berikan sebagai memenuhi keperluan mereka yang juga manusia biasa. Kajian ini juga adalah yang pertama dilaksanakan oleh ahli akademik dan pastinya akan memberikan gambaran dari sudut pandangan yang berbeza untuk membantu kecemerlangan TLDM pada masa akan datang

Sekalung penghargaan dan jutaan terima kasih saya layangkan buat semua yang terlibat secara langsung dalam kajian ini. Jasa dan kenangan bersama tidak akan saya lupakan

Prof Madya Dr. Mansor Abu Talib – penyelia yang sering membakar semangat saya dan menjadi contoh yang terbaik saya dalam perjalanan saya di UPM

Prof Madya Dr. Rusinah Joned – Supervisory Committee

En. Mohd Bokti Abdul Rahman dan Puan Faridah Ahmad – Abah dan mak yang sentiasa mendoakan saya dan memahami minat saya

Mohd Razif Abdul Muthalif – suami yang sentiasa memberikan semangat dan membantu dalam pengumpulan data

Pensyarah dan rakan-rakan di Universiti Putra Malaysia

Rakan-rakan GRF, RA, kakitangan Fakulti Ekologi Manusia, rakan-rakan seliaan Dr. Mansor - yang banyak memberikan bantuan teknikal, pandangan dan kritikan membina dalam kajian saya

Navy People

Markas Tentera Laut (Bahagian Pengurusan Strategik & Bahagian Sumber Manusia)  
Pangkalan TLDM, Lumut (Markas Bantuan & KD Malaya - SM Khidmat LLP)
Lt Kdr Shahril TLDM, Lt Lawrance TLDM dan Warga TLDM yang terlibat sebagai responden dalam kajian ini – kerjasama dan kejujuran mereka menjamin kesahihan kajian ini
I certify that a Thesis Examination Committee has met on 15 February 2013 to conduct the final examination of Nor Liyana binti Mohd Bokti on her thesis entitled "Occupational Stress, Work Locus of Control, Masculine Ideology, and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia" in accordance with the Universities and University Colleges Act 1971 and the Constitution of the Universiti Putra Malaysia [P.U.(A) 106] 15 March 1998. The Committee recommends that the student be awarded the Master of Science.

Members of the Thesis Examination Committee were as follows:

Ahmad Tarmizi bin Talib, Dr.
Senior Lecturer
Faculty of Human Ecology
Universiti Putra Malaysia
(Chairman)

Rahimah binti Ibrahim, Dr.
Senior Lecturer
Institute of Gerontology
Universiti Putra Malaysia
(Internal Examiner)

Haslinda binti Abdullah, Dr.
Associate Professor
Faculty of Human Ecology
Universiti Putra Malaysia
(Internal Examiner)

Haslee Sharil Lim bin Abdullah, Dr.
Senior Lecturer
University of Malaya
Malaysia
(External Examiner)

NORITAH OMAR, PhD
Assoc. Professor and Deputy Dean
School of Graduate Studies
Universiti Putra Malaysia

Date: 2 August 2013
This thesis was submitted to the Senate of Universiti Putra Malaysia and has been accepted as fulfilment of the requirement for the Degree of Master of Science. The members of the supervisory Committee were as follows:

**Mansor Abu Talib, Dr.**  
Associate Professor  
Faculty of Human Ecology  
Universiti Putra Malaysia  
(Chairman)

**Rusinah binti Joned, Dr.**  
Associate Professor  
Faculty of Educational Studies  
Universiti Putra Malaysia  
(Member)

---

**BUJANG BIN KIM HUAT, PhD**  
Professor and Dean  
School of Graduate Studies  
Universiti Putra Malaysia

Date:
DECLARATION

I declare that the thesis is my original work except for quotations and citation which have been duly acknowledge. I also declare that it has not been previously, and is not concurrently, submitted for any other at Universiti Putra Malaysia or at any other institution.

NOR LIYANA BINTI MOHD BOKTI

Date: 15 February 2013
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