



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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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

Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia sebagai memenuhi keperluan untuk ijazah Master Sains

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 perekrutan organisasi dan pencapaian 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 *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 mendapati terdapat perkaitan yang signifikan antara tekanan pekerjaan dan lokus kawalan kerja dengan kepuasan kerja. Selain itu, analisis ANOVA sehalu mendapati 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

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The Superior Man, when resting in safety, 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 berterusan kepentingan warga TLDM menjadi keutamaan dalam membuat sesuatu dasar. Jauh disudut hati saya, pengorbanan anggota tentera laut tidak terbayar dengan gaji yang tinggi, lambakkan kemudahan 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

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TABLE OF CONTENTS

	Page
ABSTRACT	iii
ABSTRAK	v
ACKNOWLEDGEMENTS	vii
APPROVAL	viii
DECLARATION	x
LIST OF TABLES	xv
LIST OF FIGURE	xvii
CHAPTER	
1 INTRODUCTION	
1.1 Background of Study	1
1.2 Statement of Problem	6
1.3 Research Objectives	12
1.3.1 General Objective	12
1.3.2 Specific Objectives	13
1.4 Significant of Study	14
1.5 Hypothesis	16
1.6 Theoretical Framework	18
1.7 Conceptual Framework	21
1.8 Definition of Terminology	25
1.8.1 Occupational Stress	25
1.8.2 Work Locus of Control	25
1.8.3 Masculinity Ideology	26
1.8.4 Job Satisfaction	26
1.9 Limitation of Study	27
1.10 Summary	28
2 LITERATURE REVIEW	
2.1 Introduction	29
2.2 Job Satisfaction	30
2.3 Herzberg's Two Factor Theory	34
2.4 Adam's Equity Theory	36
2.5 Gender Scheme Theory	39
2.6 Socio- demographic Characteristic and Job Satisfaction	41
2.7 Occupational Stress and Job Satisfaction	44
2.8 Work Locus of Control and Job Satisfaction	47
2.9 Masculinity Ideology and Job Satisfaction	50
2.10 Predictors of Job Satisfaction	53
2.11 Summary	54

3	RESEARCH METHODOLOGY	
3.1	Introduction	55
3.2	Research Design	55
3.3	Location and Population	56
3.4	Sampling	57
3.5	Instrumentation	59
3.5.1	Socio-demographic Characteristics	59
3.5.2	Job-Related Tension Index	60
3.5.3	Work Locus of Control Scale	60
3.5.4	Male Role Norms Inventory-Revised	61
3.5.5	Job Satisfaction Survey	62
3.6	Pilot Study	66
3.7	Data Collection	67
3.8	Data Analysis	69
3.8	Normality Test	70
3.9	Summary	72
4	RESEARCH FINDINGS AND DISCUSSION	
4.1	Introduction	73
4.2	Descriptive Statistics of Socio-demographic Characteristics, Occupational Stress, Work Locus of Control, Masculinity Ideology and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	74
4.2.1	Descriptive Statistics of Socio-demographic Characteristics of Male Personnel in Lumut Naval Base, Malaysia	74
4.2.2	Descriptive Statistics of Occupational Stress among Male Personnel in Lumut Naval Base, Malaysia	81
4.2.3	Descriptive Statistics of Work Locus of Control among Male Personnel in Lumut Naval Base, Malaysia	84
4.2.4	Descriptive Statistics of Masculinity Ideology among Male Personnel in Lumut Naval Base, Malaysia	86
4.2.5	Descriptive Statistics of Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	90
4.3	Relationship Between Socio-demographic Characteristics, Masculinity Ideology, Occupational Stress, Work Locus of Control and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	95
4.3.1	HO1: There is No Significant Difference in Job Satisfaction among Single and Married Male Personnel in Lumut Naval Base, Malaysia	95
4.3.2	HO2: There is No Significant Difference in job Satisfaction among Male Officers, Senior Rating and Junior Rating in Lumut Naval Base, Malaysia	96
4.3.3	HO3: There is No Significant Difference in Job Satisfaction among Seaman, Supply and Engineering Branch of Male Personnel in Lumut Naval Base, Malaysia	99

4.3.4	HO4: There is No Significant Relationship Between Age and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	100
4.3.5	HO5: There is No Significant Relationship Between Years of Service and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	101
4.3.6	HO6: There is No Significant Relationship Between Frequency of Military Operation and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	101
4.3.7	HO7: There is No Significant Relationship Between Frequency of Transferring Units and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	102
4.3.8	HO8: There is No Significant Relationship Between Occupational Stress and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	103
4.3.9	HO9: There is No Significant Relationship Between Work Locus of Control and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	105
4.3.10	HO10: There is No Significant Relationship Between Masculinity Ideology and Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	106
4.4	Predictive Factors (s) of Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	109
4.4.1	HO11: Controlling For Job Classification, Occupational Stress and Work Locus of Control are Not Significant Contributors of Job Satisfaction among Male Personnel in Lumut Naval Base, Malaysia	109
4.5	Summary	113
5	CONCLUSION, IMPLICATION AND RECOMMENDATIONS	
5.1	Introduction	114
5.2	Conclusion	114
5.2.1	Summary of Socio-demographic Characteristics.	119
5.2.2	Summary of Occupational Stress, Work Locus of Control, Masculinity Ideology and Job Satisfaction Level	120
5.2.3	Summary of Difference/Relationship among Socio-demographic Characteristics, Occupational Stress, Work Locus of Control, Masculinity Ideology and Job Satisfaction	122
5.2.4	Summary of Predictive Factors of Job Satisfaction	123
5.3	Theoretical Implication	124
5.4	Practical Implication	128
5.4.1	Recommendation for Respondent	131
5.4.2	Recommendation for Future Researchers	132
5.4.3	Recommendation For Practitioners (Royal Malaysian Navy) and policymakers (Ministry of Defence).	135
5.5	Summary	139

REFERENCES	141
APPENDICES	148
BIODATA OF STUDENT	149
LIST OF PUBLICATIONS	150

