

Job Satisfaction and Social Health (HRQOL) among Administrative Employees in Malaysian Government Sector

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Abstract. The purposes of this study were to determine the level of job satisfaction and to investigate the highly rated dimension of job satisfaction among administrative employees in selected government offices in Shah Alam, Selangor, Malaysia. The study also aimed to examine the relationship between job satisfaction and Health-Related Quality of Life domain's social health among government workers. Quantitative research was applied and the instruments used were DSP Job Satisfaction Questionnaire and WHOQOL-BREF Questionnaire. Job satisfaction was measured through its seven dimensions; meaning, professionalization, financial, competence, orientation, work-related stress and supervision. Findings showed the highest satisfaction level among government offices surveyed was Economic Planning Unit of Selangor (EPUS) and the highly rated dimension of job satisfaction was meaning dimension which showed respondents found the job was meaningful from their personal views. The study also proved that social health among administrative employees was moderately influenced by job satisfaction. This indicated that individuals feeling of satisfied in their job somehow influence their health condition (social health). In future research, a greater sample size can be used to generalize the impact of job satisfaction and its relationship to social health to the whole population of the government servant in Malaysia and involved respondents from multi level positions.

Keywords: Job satisfaction, Social Health, Administrative Employee, Government Sector.

1. Introduction

Job satisfaction plays an important element at the individual level as a determinant of individual well being, at the aggregate level it equally leads to an increase in employee morale and productivity (Corporate Leadership Council, 2003). As related to job satisfaction, social health has significant positive relationship and had an impact on the different aspects of job satisfaction (Schyns & Croon, 2006). Flap and Volker (2001) explained more detailed about the relationship where social functioning aspects of the job will be improved by the promotion of workers' satisfaction with instrumental aspects of the job, like income, security and career opportunities. The topic shows obvious relevance and importance to the society where there are many related literature carried out on the relationship between employee's job satisfaction and health (Vendramin et al., 2000; Schyns & Croon, 2006; Flap & Volker, 2001; Adams, 2000; and Orisatoki & Oguntibeju, 2010).

Health-Related Quality of Life (HRQOL) is not a new health term in social science study. Many researches in the past years have been conducted and discussed on the issue of HRQOL. As for the issues of job satisfaction and HRQOL, many studies have been conducted in this field especially in United States and Norway. An example was a study on the impact of psychosocial and organizational working conditions on the mental health of female cleaning personnel in Norway (Gamperiene, Nygard, Sandanger, Waersted & Bruusgaard, 2006). In Malaysia, little is known about the importance of HRQOL in related bodies of knowledge especially with regard to job satisfaction and social health. Indeed it is comparatively less research measuring job satisfaction and HRQOL especially for administrative workers. A study on the same field should be tested on the Malaysian working environment. Due to the fact that Malaysian literature on the job satisfaction and HRQOL is not being enriched, there is an urge for a researcher to explore the relationship between job satisfaction and HRQOL in Malaysian working environment. Thus this research is of practical significant because job satisfaction level could bring positive or negative impact on workers' health in Malaysian working environment.

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This study aimed to examine; the level of job satisfaction among administrative workers in selected government offices in Shah Alam, Selangor; highly rated dimensions in overall job satisfaction; and to examine whether job satisfaction influences workers' social health.

2. Literature Review

This study attempted to investigate the relationship between job satisfaction and social health among administrative employees in the Malaysian government sector, by selecting approximately nine government offices in Shah Alam, Selangor.

2.1. Job Satisfaction

Paul (2001) refers job satisfaction as “a cluster of evaluative feelings about the job”. From the reading, it can be understood that job satisfaction is about the people who want and need to come to work, and they wanted to boost their happy feelings about their job. Meaning is one of the factors in job satisfaction which more important than financial when the employees had the interest in their job (Davies, Sirett & Taylor, 2001). Amador, Nicolas and Vila (2008) added people who are hired for a job that match their skills will have positive consequences on both a worker's current level and long-term job satisfaction level. These changes raise new concerns about the potential effects of health and safety of various aspects of job satisfaction (Spurgeon, 2003).

2.2. Health-Related Quality Of Life Concept

Several books have been published recently on the topic, entire issues of journals have been devoted to indexing quality-of-life measures, and new publications have been created to deal with the rapidly growing volume of research on the topic such as Quality-of-Life Research and Quality-of-Life Newsletter (Patrick & Erickson, 1993). The notion of HRQOL emphasizes that of primary interest in the evaluation of health care are the specific impacts that disease, injury, and their prevention and treatment have on the value of survival (Stroul, 1986). The health-related quality-of-life framework focuses on functional status and sense of well-being, and within these dimensions cover only those aspects directly related to health (Stroul, 1986). The HRQOL could benefit from a broadening of perspectives to include recent advancements in research on adaptation, positive psychology and life domain, which do not only focus on diseases that have direct impact to the quality of life (Fischer & Sousa-Poza, 2007). There are three main domains in HRQOL which are physiological, psychological and social health (World Health Organization, 2000). However the study only focuses on finding the relationship between job satisfaction and social health's domain.

2.3. Job Satisfaction and Social Health

As related to job satisfaction, social health has significant positive relationship and had an impact on the different aspects of job satisfaction (Schyns & Croon, 2006). Flap and Volker (2001) explained more etailed about the relationship where social functioning aspects of the job will be improved by the promotion of workers' satisfaction with instrumental aspects of the job, like income, security and career opportunities. Meanwhile, another study by Adams (2000) reported a negative effect of interpersonal relationship between workers on job satisfaction. Orisatoki and Oguntibeju (2010) also found no significant correlation between social health and job satisfactions among the employees' colleagues. It is argued as the negative social health maybe because of different job position, job scope and the equity maintained such as fairness of the salary for the different types of job within one organization.

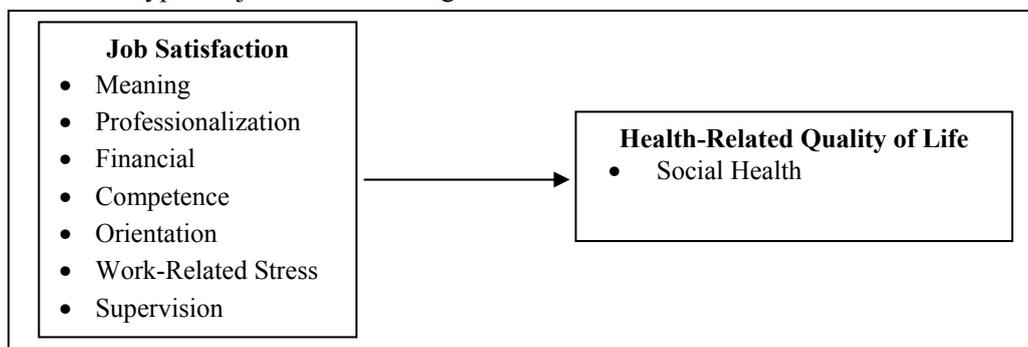


Fig 1: Conceptual framework

3. Methodology

The sampling frame for the study was taken from the directory of administrative employees of the government offices selected; Human Resource Management Division (HRM), Public Works Department Selangor State (PWD), Irrigation and Drainage Department Selangor State (IDD), Forestry Department Selangor (FDS), Land and Mines Office Selangor State (LMOS), Housing and Real Estate Board Office Selangor (HRES), Information and Communication Technology Center Selangor (ICT) and Economic Planning Unit of Selangor (EPUS). The sampling technique used in this study was disproportionate stratified random sampling. Approximately, 300 questionnaires were distributed to the respondents from the population of 935 administrative employees. Only 215 questionnaires were returnable and analyzed. Statistical Package in the Social Science Software (SPSS) version 17.0 was used to analyze the collected data.

4. Findings

Table 4.1 shows the highly rated dimension of job satisfaction was the meaning dimension (M = 4.70, SD = 0.69) followed by competence dimension (M = 4.62, SD = 0.65) and orientation dimension (M = 4.59, SD = 0.76). The least dimensions rated were, work-related stress dimension (M = 4.34, SD = 0.63) and financial dimension (M = 4.21, SD = 0.87).

Table 4.1: Mean and standard deviation for each dimension of job satisfaction

Satisfaction Factors	Mean	Std. Deviation
Meaning	4.70	0.69
Competence	4.62	0.65
Orientation	4.59	0.76
Supervision	4.55	0.83
Professionalization	4.54	0.74
Work-Related Stress	4.34	0.63
Financial	4.21	0.87

• Research Question 1

What is the highly rated dimension of job satisfaction among administrative employees in selected government organizations in Shah Alam?

The finding of the study shows the highly rated dimension of job satisfaction was meaning dimension with the highest mean of (M = 4.70, SD = 0.69). Davies, Sirett and Taylor (2001) supported that meaningful is more important than financial if the employee had interests in their jobs they wanted to stay in work in order to gain vital work experience and to apply the skills they had acquired through training.

Table 4.2 shows that the level of job satisfaction among selected government organizations in Shah Alam which shows EPUS scored the highest job satisfaction level (M=4.78, SD=0.26) followed by IDD (M=4.70, SD=0.45) and LMOS (M=4.67, SD=0.57). Meanwhile HRM and ICT scored the lowest job satisfaction level (M=4.20, SD=0.67; M=4.17, SD=0.67). The overall mean of job satisfaction among administrative employees in selected government organizations is M=4.50 (SD=0.58).

Table 4.2: Mean and Standard Deviation of Overall Job Satisfaction

Government Bodies	N	Mean	Std. Deviation
EPUS	11	4.78	0.26
IDD	25	4.70	0.45
LMOS	38	4.67	0.57
HRES	30	4.64	0.44
PWD	30	4.51	0.49
FDS	22	4.40	0.52
HRM	30	4.20	0.67
ICT	29	4.17	0.67
Overall	215	4.50	0.58

• Research Question 2

What is the level of job satisfaction among administrative employees in selected government organizations in Shah Alam?

The finding shows that the administrative employees in nine selected government organizations in Shah Alam somewhat satisfied with their job. Economic Planning Unit Selangor (UPES) indicates the highest level of job satisfaction than other government organizations ($M = 4.78$, $SD = 0.26$). Overall mean of the job satisfaction level among administrative employees was 4.50 ($SD = 0.58$). Therefore, it can be concluded that administrative employees were quite satisfied with their job.

Pearson correlation test was performed between job satisfaction and HRQOL domain's Social Health among administrative employees in selected government organizations in Shah Alam. It was hypothesized that there is a relationship between these two variables among administrative employees in the selected government organizations involved in this study. Results of the correlation suggest that HRQOL domain's Social Health among administrative employees is moderately influenced by job satisfaction ($r=0.49$, $p<0.05$).

Table 4.3: Pearson Correlation between job satisfaction and HRQOL domain's Social Health among administrative employees in selected government organizations in Shah Alam

HRQOL domains	N	Sig. (2-tailed)	Pearson Correlation
Social Health	215	0.00*	0.49

* Correlation is significant at the 0.05 (2-tailed)

- **Research Question 3**

Is there a relationship between job satisfaction and HRQOL domain's Social Health among administrative employees in selected government organizations in Shah Alam?

- **Corresponding Hypothesis**

H₁: There is a relationship between job satisfaction and HRQOL domain's Social Health among administrative employees in selected government organizations in Shah Alam.

The finding of this study indicates that there is a significant relationship between job satisfaction and HRQOL domain's Social Health among administrative employees in selected government organizations, Shah Alam. Results of the correlation show that HRQOL domain's Social Health is moderately influenced by job satisfaction ($r = 0.49$, $p < 0.05$). Cohen indicated correlation coefficient values between 0.30 to 0.49 is said to have moderate relationship. Therefore, this study accepts the hypothesis H_1 and rejects the null hypothesis. This finding is consistent with the study done by Schyns and Croon (2006) where they found social health has significant positive relationship with job satisfaction and have an impact on the different aspects of job satisfaction. The findings contradict with Adam (2000); Orisatoki and Oguntibeju (2010) where the studies did not find any significant correlation between job satisfactions and social health.

5. Conclusion and Recommendations

It is concluded that administrative workers involved in this study were quite satisfied with their job and meaning was the highly rated dimension in their job satisfaction. The study also has proven that job satisfaction showed significant relationship with social health. It is suggested that top management should be aware of the employees' level of job satisfaction whereby job dissatisfaction could significantly decrease their social health. Communication skills aspects should be taken into consideration and be embedded among the employees to improve their relationship with the management as well as co-workers as it significantly contributed to their job satisfaction. As for the recommendation, further research can be carried out by conducting the similar research in the organization by using a more robust model and theory as a framework of the study. Further research also should be involving a greater sample size that can be used to generalize the impact of job satisfaction and its relationship to social health to the whole population of the government servants in Malaysia. Finally, it is expected that this study will indirectly be able to understand more about the importance of job satisfaction level among the workers that contributes to their betterment of life quality.

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