

Job Satisfaction and Physiological Health (HRQOL) amongst Administrative Employees in Malaysian Government Sector

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Abstract—The purposes of this study were to determine the level of job satisfaction amongst administrative employees and to examine the differences between job satisfaction level by gender, age, salary and working years in selected government organizations in Shah Alam, Selangor, Malaysia. The study is aimed to measure the relationship between job satisfaction and Health-Related Quality of Life domain physiological health. Instruments used were the DSP Job Satisfaction Questionnaire and WHOQOL-BREF Questionnaire. Job satisfaction was measured through the dimensions of meaning, professionalization, financial, competence, orientation, work-related stress and supervision. Findings showed EPUS (Economic Planning Unit of Selangor) scored highest satisfaction level among government organizations surveyed and ANOVA revealed there were significant differences between job satisfaction and age, salary and working years. The study also proved that physiological health among administrative employees is strongly influenced by job satisfaction. This indicated that individuals feeling of satisfied at their job somehow influence their health condition (physiological health). Other factors such as age, salary earned and years of working also moderate the results. For future studies, replication to other all other regions within Malaysia is suggested to represent the whole population findings and thus comparisons between regions can also be made. The use of different models, theories and instruments are also recommended to allow for examination of the results using such alternative instrumentation.

Index Terms—Health-related quality of life, job satisfaction, physiological health.

I. INTRODUCTION

Nowadays, the workplace has become insecure and unstable and as a result, the employment conditions have become worse. The level of job satisfaction has declined over the last decades [1] among European and American workers. At the same time, Malaysian Nurses according to [2] have left their current jobs to find other jobs because of their perceived lower level of job satisfaction. The unstable workplace maybe related to globalization, technological advancements, inflation, higher mobility, flexible employment and deep recession happen in many countries. When people experience stress on the job, it often manifests itself in negative feelings about the job where the sense job dissatisfaction may influence worker health [3].

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 [4]. Therefore, this study aims to examine; the level of job satisfaction among administrative workers in selected government offices in Shah Alam, Selangor; is there is a significant differences between job satisfaction level by gender, age, salary and working years; and to examine whether job satisfaction influences workers' physiological health. As related to job satisfaction, previous studies had found that physiological health has significant positive relationship and had an impact on different aspect of job satisfaction [5]-[7].

[8] highlighted heavy workload is not necessarily needed in business because findings showed it is associated with poor business outcome, low job satisfaction level and health problems to employees. [9] indicated that age differences in possibilities to cope with job satisfaction are of increasing policy relevance. There is also evidence from a Nordic cohort study of a decrease in job dissatisfaction because of work-related stress for men but not for women and therefore gender differences are likely to exist [10].

A study on job satisfaction also have been conducted in European working environment where [11] reported on work related stress draws attention to a wide and frightening range of disorders and health problems potentially linked to working conditions such as heart disease, strokes, cancer, musculo-skeletal and gastrointestinal diseases, anxiety and depressive disorders, accidents and suicides. The topic shows obvious relevance and importance to the society where there are many related literature carried out on the relationship between employee job satisfaction and health [12]-[16].

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 other countries such as in United States and Norway. An example was a study on the impact of lower job satisfaction on physiological circumstances such as higher blood pressure [17]. However, in Malaysia, little is known about the importance of HRQOL in related bodies of knowledge especially with regard to job satisfaction and physiological 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

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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.

II. LITERATURE REVIEW

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

A. Job Satisfaction

The term of job satisfaction has been defined differently by many researchers in their previous research. There are also estimated that 5,000 relevant job satisfaction studies have been published during the twentieth century [18]. [19] refers job satisfaction as "a cluster of evaluative feelings about the job". Job satisfaction is about the people who want and need to come to work and the wants boost their happy feelings about their job. It is important because most people's waking time is work, pressures, strains and stresses within the workplace and has been identified as being a potentially important health factor [20].

B. Health-Related Quality of Life

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 [21]. 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 [22]. The health-related quality-of-life framework focuses on functional status and sense of well-being and within these dimensions covers only those aspects directly related to health [22]. The HRQOL could benefits from a broadening of perspectives to include recent advancements in research on adaptation, positive psychology and life domain which not only focus on diseases that have direct impact to the quality of life [23]. There are three main domains in HRQOL which are physiological, psychological and social health [24]. However the study only focuses on finding the relationship between job satisfaction and physiological health domain.

C. Job Satisfaction and Physiological Health

Job dissatisfaction or low level of job satisfaction has a significant impact on physiological health. It is supported by [5] where work-related job satisfaction has been shown to give impacts upon an individual's physical health and overall satisfaction with life. Lower job satisfaction has been proven to be a risk factor for chronic back pain related to the working environment [6]. Physiological health is the overall condition of a living organism at a given time, the soundness of the body, freedom from disease or abnormality, and the condition of optimal well-being [25]. Poor physiological health consequences have been observed in relation to

cardiovascular disease, infections, cancer, headaches, and gastrointestinal diseases [26]. There are several outcomes for employees experienced job dissatisfaction and reduced job satisfaction such as absenteeism, turnover, lowered commitment, lowered productivity and diminished health of the workers itself [7]. [27] also stated the positive relationship between job satisfaction using self-reported measures of health.

Several studies had shown that there is an inverse relationship between job-related stress and job satisfaction where increased stress levels lead to job dissatisfaction [28]. [28] added intrinsic job dissatisfaction may be associated with an increased risk of coronary heart disease. The presence of job-related stress that lead to job dissatisfaction causes headache, sleep disturbances, difficulty in concentration, short temper, upset stomach and low morale [29]. [30] also defined job stress as the harmful physical and emotional responses that occur when requirements of the job do not match the capabilities, resources or needs of the worker that lead to poor health and even injury. It can be concluded that the absence of job satisfaction seen in many literatures and studies contribute to negative consequences of physiological health and the overall quality of life of the workers.

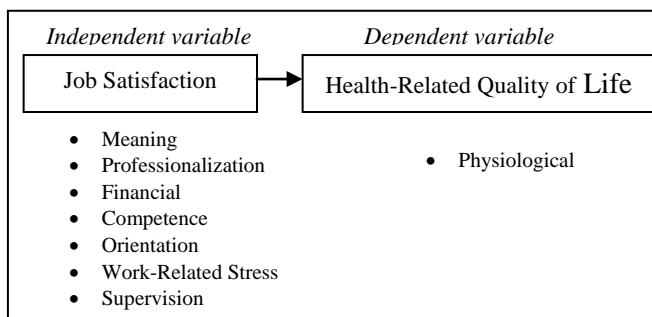


Fig. 1. Conceptual framework: relationship between job satisfaction and physiological health.

III. METHODOLOGY

The sampling frame in the study was from the directory of administrative employees from the government organizations selected, namely The 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 and out of 935 populations, 274 respondents were selected. However it only gives the return rate of 215 respondents. Two sets of questionnaire were used; DSP Job Satisfaction Questionnaire and WHOQOL-BREF Questionnaire. The DSP Job Satisfaction Questionnaire used six-point Likert scale of 1 = Strongly Disagree, 2 = Disagree, 3 = Somewhat Disagree, and 4 = Somewhat Agree, 5 = Agree and 6 = Strongly Agree. Statistical Package in the Social Science Software (SPSS) version 17.0 was used to analyze the collected data.

IV. FINDINGS

Table I shows 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), LMOS (M=4.67, SD=0.57), HRES (M=4.64, SD=0.44), PWD (M=4.51, SD=0.49), FDS (M=4.40, SD=0.52), HRM (M=4.20, SD=0.67) and ICT (M=4.17, SD=0.67). The overall mean of job satisfaction level amongst administrative employees in these government organizations is M=4.50 and SD=0.58.

TABLE I: 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

A. Research Question 1

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

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

TABLE II: T-TEST FOR GENDER AND JOB SATISFACTION

Gender	Male	Female
Mean	4.44	4.52
Std Deviation	0.54	0.59
Sig. (2-tailed)	0.37	

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

TABLE III: ANOVA – DEMOGRAPHIC VARIABLES AND JOB SATISFACTION

Demographic variables	F	Sig.
Age	2.46	0.046*
Salary	2.90	0.036*
Working years	3.43	0.018*

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

Independent sample T-Test was performed to identify any significant difference between job satisfaction levels of administrative workers by gender. The T-Test result in Table 2 indicates there is no significant difference between the job satisfaction levels of administrative workers by gender ($p > 0.05$). Meanwhile One-way analyses of variance (ANOVA) with post-hoc comparisons were performed to reveal the

significant differences that may exist between age, salary and working years. The result in Table 3 indicates there are significant differences between job satisfaction level of administrative workers by age, salary and working duration ($p < 0.05$).

B. Research Question 2

Are there any significant differences between the job satisfaction level of administrative workers by gender, age, salary and working years?

Corresponding Hypothesis:

H₁: There is a significant difference between the job satisfaction levels of administrative workers by gender.

H₂: There is a significant difference between the job satisfaction levels of administrative workers by age.

H₃: There is a significant difference between the job satisfaction levels of administrative workers by salary.

H₄: There is a significant difference between the job satisfaction levels of administrative workers by working years.

The finding in independent sample t-test of the study shows that there is no significant difference between the job satisfaction levels of administrative workers by gender ($p > 0.05$). Therefore the study rejects the research hypothesis H1 and accepts the null hypothesis. The result of one-way analysis of variance (ANOVA) shows that there is a significant difference between the job satisfaction levels of administrative workers by age. The ANOVA generates an F-ratio value of age (2.46) and $p < 0.05$. The study accepts research hypothesis H2 and rejects the null hypothesis. The finding is consistent with the previous studies where researchers found age as a significant predictor of job satisfaction [7], [31]. Yet the previous findings reported that older staff members (aged 31 and over) were generally more satisfied with various aspects of work than younger colleagues, particularly those in the 20 to 30 age groups.

ANOVA also shows that there is a significant difference between the job satisfaction levels of administrative workers salary. The ANOVA generates an F-ratio value of age (2.90) and $p < 0.05$. Therefore the study accepts the research hypothesis H3 and rejects the null hypothesis. There are two groups in variables salary founded to have significant differences using Tukey Test which are group salary below RM 1000 and group salary above RM 3000. The finding is contradict with result of study done by [32] where workers with higher salary does not more satisfied with their overall job satisfaction level but more satisfied with the satisfaction with salary itself. [33] added that if one of the functions of salary is to compensate workers for the difficulty of their job, then higher-paid workers may be doing harder jobs, and therefore will not necessarily be more satisfied.

ANOVA found there is a significant difference between the job satisfaction levels of administrative workers by working years. ANOVA generates an F-ratio value of age (3.43) and $p < 0.05$. Therefore the study accepts the research hypothesis H4 and rejects null hypothesis. The finding is in line with research done by [34] where according to him, if the organization employed and retained workers from 6 month to 5 years, their satisfaction is likely to rise. Workers with longer working duration are more satisfied with their job

because better understanding about the nature of work than fewer working duration [34].

Pearson correlation test was performed between job satisfaction and HRQOL domain Physiological Health amongst administrative employees in selected government organizations in Shah Alam. It was hypothesized that a positive relationship exists between these two variables among administrative employees in all government organizations involved in this study. Results of the correlation suggest that HRQOL domain Physiological Health among administrative employees is strongly influenced by job satisfaction ($r=0.53$, $p<0.05$).

TABLE IV: PEARSON CORRELATION BETWEEN JOB SATISFACTION AND HRQOL DOMAINS PHYSIOLOGICAL HEALTH AMONGST ADMINISTRATIVE EMPLOYEES IN SELECTED GOVERNMENT ORGANIZATIONS IN SHAH ALAM

HRQOL domains	N	Sig. (2-tailed)	Pearson Correlation
Physiological Health	215	0.00*	0.53

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

C. Research Question 3

Is there a relationship between job satisfaction and HRQOL domain Physiological Health amongst administrative employees in selected government organizations in Shah Alam?

D. Corresponding Hypothesis

H5: There is a relationship between job satisfaction and HRQOL domain Physiological Health amongst 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 Physiological Health amongst administrative employees in selected government organizations, Shah Alam. Results of the correlation show that HRQOL domain Physiological Health is strongly influenced by job satisfaction ($r = 0.53$, $p < 0.05$). Cohen indicated correlation coefficient values between 0.50 to 1.00 are said to have strong relationship. Therefore, this study accepts hypothesis H5 and rejects the null hypothesis. This finding is consistent in the study done [5] where work-related job satisfaction have a significant relationship with an individual's physiological health and overall satisfaction of life. [23], [27] also found significant relationship between job satisfaction and physiological health (e.g. elevated heart rate and catecholamine secretion). Furthermore, [20] also added that a clear indication of the immensely strong relationship between job satisfaction and physiological health.

V. CONCLUSION

It can be concluded that administrative workers involved in this study were quite satisfied with their job and EPUS has scored the highest job satisfaction level. Gender has no significant influence towards the job satisfaction level while age, salary and working years indicated significance differences. The study has also proven that the level of job

satisfaction among administrative employees in the Malaysian Government Sector is strongly influenced by their Physiological Health's condition. Although the results were restrained towards the administrative employees in the Malaysian Government Sector within the Klang Valley area, yet it is still relevant as Klang Valley had a higher number of government workers compared to other regions within Malaysia. It is suggested that organization's top management should strategize steps on increasing the job satisfaction level of its employees where this shall influence the productivity and quality of the workers due to better condition of their physiological health. As for the recommendation, further research can be carried out by conducting similar research in the organization using more established models and theories as the framework for the study. Using different instruments (questionnaires) to measure job satisfaction is also considered as this approach could allow for examination of the results using such alternative instrumentation. Further research also should be involving greater sample size that can be used to generalize the impact of job satisfaction and its relationship to physiological health of the whole administrative government servant in Malaysia. This too will allow for comparisons to be made that investigates the level of job satisfaction of the administrative workers by regions. In a nutshell, this study is of significant to shed light on various demographic characteristics that affect the job satisfaction of a sample thereby affecting workers' physiological health.

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