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HUMAN RELATIONS IN A PRIVATE INSTITUTION OF HIGHER
LEARNING: PERCEPTIONS AND EXPECTATIONS OF THE
PRINCIPAL AND TEACHERS

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ABSTRACT

The questionnaire survey was carried out through the cooperation of the Principal and management of a private institution of higher learning in Petaling Jaya, Selangor. It secured a total of 27 responses out of a survey population of 30 teachers, representing a response rate of 90 per cent. The Principal was given a separate questionnaire. The questionnaire focused on the perceptions and expectations of the Principal and the teachers on the areas of the principal-teacher responsibilities.

The study indicated that most of the teachers perceived and expected their principal to be concerned with staff and student welfare, as well as course management and income, and to a lesser extent dealings that involve the Ministry of Education. They acknowledged that it was difficult for their Principal to determine the priority of these areas of responsibilities. However, they noted that their superior spent only 20 to 40 per cent of her time on matters pertaining to human relations. They preferred her to spend no less than 40 to 60 per cent of her time on the said matter. Significantly, the teachers preferred their Principal to be more involved in discussing group issues, conducting staff meetings, motivating the staff, and meeting senior staff.

The responses of the teachers, regarding hindrances that obstruct the Principal from carrying out all the areas of responsibilities identified in the questionnaire, vary. On the whole, the findings show a high percentage of respondents expected existing human relations to improve through the initiative of the Principal so that the quality of the college can be enhanced to achieve desired goals and specified targets.

ABSTRAK

HUBUNGAN KEMANUSIAAN DI DALAM SEBUAH INSTITUSI PENGAJIAN TINGGI SWASTA: TANGGAPAN DAN HARAPAN PENGETUA DAN GURU.

Kajian soalselidik telah dilaksanakan melalui kerjasama pengetua dan pengurusan sebuah institusi pengajian tinggi swasta di Petaling Jaya, Selangor. Soalselidik ini memperolehi 27 maklumbalas daripada populasi kajian 30 guru, mewakili satu kadar maklumbalas sebanyak 90 peratus. Pengetua telah diberikan soalselidik yang lain. Soalselidik itu memfokuskan tanggapan dan harapan pengetua dan guru-guru terhadap bidang-bidang tanggungjawab pengetua-guru.

Kajian ini menunjukkan kebanyakan guru menganggap dan mengharap pengetua mengambil berat terhadap kebajikan staf dan pelajar, pengurusan kursus dan pendapatan, dan tidak terlalu mementingkan perkara-perkara yang melibatkan Kementerian Pendidikan. Mereka mengaku adalah sukar untuk pengetua menentukan prioriti terhadap bidang-bidang tanggungjawab itu. Namun, mereka menyedari pengetua mereka hanya meluangkan 20 hingga 40 peratus masanya tentang perkara-perkara berkaitan dengan hubungan manusia. Mereka mengharapkan beliau memperuntukkan tidak kurang daripada 40 hingga 60 peratus daripada masanya terhadap perkara tersebut. Yang terpenting, guru-guru mengharapkan pengetua mereka lebih melibatkan diri dalam membincangkan isu-isu kumpulan, mengendalikan mesyuarat staf, memotivasikan staf, dan bertemu dengan staff senior.

Maklumbalas daripada guru-guru, berkaitan dengan halangan-halangan yang menghindarkan pengetua daripada melaksanakan semua bidang tanggungjawab seperti yang

dikenal pasti dalam soalselidik, adalah pelbagai. Pada keseluruhannya, dapatan-dapatan menunjukkan satu peratusan tinggi responden yang mengharapkan hubungan manusia yang sedia ada dipertingkatkan melalui inisiatif pengetua agar kualiti kolej boleh diperkayakan untuk mencapai matlamat-matlamat yang diinginkan dan sasaran-sasaran yang khusus.

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