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.


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 diingini dan sasaran-sasaran yang khusus.
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