

## ABSTRAK

Kajian ini bertujuan untuk melihat perkaitan di antara tekanan kerja dengan kepuasan kerja di kalangan kakitangan sokongan di Institut Teknologi MARA, Shah Alam. Kajian ini juga bertujuan untuk mengenalpasti sama ada terdapat perbezaan tahap tekanan kerja dan kepuasan kerja di antara kakitangan lelaki dan perempuan; di kalangan kakitangan dalam kategori B, C dan D dan di antara dua kumpulan umur kakitangan. Seramai 240 orang kakitangan telah dipilih secara rawak bagi tujuan kajian ini. Soal selidik *Job Description Index* telah digunakan bagi mengukur tahap kepuasan kerja dan *Job Related Tension Index* untuk mengukur tahap tekanan kerja. Keputusan ujian menunjukkan terdapat perkaitan negatif antara tekanan kerja dengan kepuasan kerja; tidak terdapat perbezaan dalam tekanan kerja dan kepuasan kerja di antara kakitangan lelaki dan perempuan; dan di kalangan kakitangan kategori B, C dan D. Sebaliknya terdapat perbezaan dalam kepuasan kerja antara kumpulan kakitangan berumur 35 tahun ke atas dengan kakitangan berumur 34 tahun ke bawah.

## **ABSTRACT**

### **The Relationship between Work Tension and Job Satisfaction Among Supporting Staff of ITM Shah Alam**

The purpose of this study is to look into the relationship between work tension and job satisfaction among ITM's supporting staff Shah Alam. The main objective of this study is to determine whether there are differences in the level of work tension and job satisfaction among male and female staff and staff of categories B, C and D; and among different age groups. A total of 240 supporting staffs were selected randomly for this study. Questionnaires on The Job Related Tension Index were used to measure the level of work tension and The Job Description Index were used to measure the level of job satisfaction. The result of the study shows that there is a negative relationship between job tension and job satisfaction. However, there are no differences in work tension and job satisfaction among male and female staff; and among staff from various categories (B, C and D). On the hand there is a difference in job satisfaction between groups of staff aged 35 years old and above to those aged 34 years old and below.