

Air Defence Operators Job Satisfaction Survey

Dear Participant,

I am currently undertaking a research on a study of job satisfaction among Air Defence operators as part of Faculty of Business and Accountancy, University Malaysia, Master of Management program. These questionnaires are specifically designed for RMAF air defence operators to study aspects of job satisfaction. The information you provide will help us better understand how you feel about the different aspects of your job. The purpose of this study is to gauge the level of job satisfaction of air defence operators in the RMAF. Because you are the one who can give us a correct picture of your experience and expectation of your work life, I sincerely request you to respond to the questions frankly and honestly.

Your response will be kept strictly confidential and aggregated to preserve your anonymity. Only members of the research team will have access to the information you give.

Thank you very much for your time and cooperation. I greatly appreciate your unit and your help in furthering this research endeavor.

Yours truly,

Tan Chee Seng
Lt Kol TUDM

Part 1

The following are some statements about your present job. Read each statement carefully; decide how satisfied you are about the aspect of your current job described by the statement. Please circle the number in each statement that corresponds to your level of satisfaction with that aspect of your job. The number indicates the following:

Very Dissatisfied	Dissatisfied	Uncertain	Satisfied	Very Satisfied
1	2	3	4	5

- | | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| 1. The chance to work alone on the job | 1 | 2 | 3 | 4 | 5 |
| 2. The chance to do different things from time to time | 1 | 2 | 3 | 4 | 5 |
| 3. The chance to be 'somebody' in the community ... | 1 | 2 | 3 | 4 | 5 |
| 4. The way my boss handles his men | 1 | 2 | 3 | 4 | 5 |
| 5. The competence of my supervisor in making decisions | 1 | 2 | 3 | 4 | 5 |
| 6. Being able to do things that don't go against my conscience | 1 | 2 | 3 | 4 | 5 |
| 7. The way my job provides for steady employment . | 1 | 2 | 3 | 4 | 5 |
| 8. The chance to do things for other people | 1 | 2 | 3 | 4 | 5 |
| 9. The chance to tell people what to do | 1 | 2 | 3 | 4 | 5 |
| 10. The chance to do something that makes use of my abilities | 1 | 2 | 3 | 4 | 5 |
| 11. The way the unit policies are put into practice | 1 | 2 | 3 | 4 | 5 |
| 12. The pay and the amount of work that I do | 1 | 2 | 3 | 4 | 5 |
| 13. The chance for advancement on this job | 1 | 2 | 3 | 4 | 5 |
| 14. The freedom to use my own judgment | 1 | 2 | 3 | 4 | 5 |
| 15. The chance to try my own methods of doing the job | 1 | 2 | 3 | 4 | 5 |
| 16. The working conditions | 1 | 2 | 3 | 4 | 5 |
| 17. The way my co-workers get along with each other | 1 | 2 | 3 | 4 | 5 |
| 18. The praise I get for doing a good job | 1 | 2 | 3 | 4 | 5 |
| 19. The feeling of accomplishment I get from the job .. | 1 | 2 | 3 | 4 | 5 |
| 20. Being able to keep busy all the time | 1 | 2 | 3 | 4 | 5 |

Part II

The following are some statements about your present job. Read each statement carefully; decide how you feel about the aspect of your current job described by the statement. Please indicate the extent to which you agree or disagree with each of the following statement by circling the appropriate number. The number indicates the following:

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

- | | | Strongly Disagree | | Strongly Agree |
|---|---|-------------------|---|----------------|
| A. <u>Salary Satisfaction</u> | | | | |
| 1. I feel I am being paid a fair amount for the work I do | 1 | 2 | 3 | 4 5 |
| 2. I am unappreciated by the organization when I think about what they pay me | 1 | 2 | 3 | 4 5 |
| 3. I feel satisfied with my chances for salary increment | 1 | 2 | 3 | 4 5 |
| 4. I am not happy with the fringe benefits (eg allowance, loan, leave etc) offered by the RMAF .. | 1 | 2 | 3 | 4 5 |
| B. <u>My Supervisor</u> | | | | |
| 1. My supervisor is quite competent in doing his / her job | 1 | 2 | 3 | 4 5 |
| 2. My supervisor is unfair to me | 1 | 2 | 3 | 4 5 |
| 3. My supervisor shows too little interest in the feelings of subordinates | 1 | 2 | 3 | 4 5 |
| 4. I like my supervisor..... | 1 | 2 | 3 | 4 5 |
| 5. Work assignments are often not fully explained by the superior to me | 1 | 2 | 3 | 4 5 |
| 6. Communications seem good among superior and subordinate within this unit..... | 1 | 2 | 3 | 4 5 |

C. My Peers

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | I like the people I work with | 1 | 2 | 3 | 4 | 5 |
| 2. | I find I have to work harder at my job than I should because of the incompetence of people I work with | 1 | 2 | 3 | 4 | 5 |
| 3. | There is too much bickering and fighting at work ... | 1 | 2 | 3 | 4 | 5 |
| 4. | On the whole, I enjoy working with people in the unit | 1 | 2 | 3 | 4 | 5 |
| 5. | I find my fellow air defence operators to be cooperative and friendly | 1 | 2 | 3 | 4 | 5 |
| 6. | The chance to help other people while at work | 1 | 2 | 3 | 4 | 5 |

D. Policy and Operating Procedure

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | I feel that I agree with RMAF policies most of the time | 1 | 2 | 3 | 4 | 5 |
| 2. | Many of our rules and procedures make doing a good job difficult | 1 | 2 | 3 | 4 | 5 |
| 3. | My efforts to do a good job are seldom blocked by red tape | 1 | 2 | 3 | 4 | 5 |
| 4. | I have too much paperwork | 1 | 2 | 3 | 4 | 5 |
| 5. | I have too much to do at work | 1 | 2 | 3 | 4 | 5 |

E. Work Conditions

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | My place of work is conducive to work | 1 | 2 | 3 | 4 | 5 |
| 2. | I have the necessary equipment resources to do my job well | 1 | 2 | 3 | 4 | 5 |
| 3. | I have enough physical space to do my job well ... | 1 | 2 | 3 | 4 | 5 |
| 4. | The unit's executive has taken proper precautions to ensure a safe workplace | 1 | 2 | 3 | 4 | 5 |

F. Promotion Opportunities

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | There is really too little chance for promotion on my job | 1 | 2 | 3 | 4 | 5 |
| 2. | Those who do well on the job stand a fair chance of being promoted | 1 | 2 | 3 | 4 | 5 |
| 3. | People get ahead as fast here as they do in other places | 1 | 2 | 3 | 4 | 5 |
| 4. | I am satisfied with my chances for promotion | 1 | 2 | 3 | 4 | 5 |

G. Work Itself

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | I feel a sense of pride in doing my job | 1 | 2 | 3 | 4 | 5 |
| 2. | I like doing the things I do at work | 1 | 2 | 3 | 4 | 5 |
| 3. | I sometimes feel my job is meaningless | 1 | 2 | 3 | 4 | 5 |
| 4. | My job is enjoyable | 1 | 2 | 3 | 4 | 5 |

H. Recognition

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | When I do a good job, I receive the recognition for it that I should receive | 1 | 2 | 3 | 4 | 5 |
| 2. | I do not feel that the work I do is appreciated | 1 | 2 | 3 | 4 | 5 |
| 3. | There are few rewards or recognition for those who work here | 1 | 2 | 3 | 4 | 5 |
| 4. | I find that people do not respect air defence operators as much as they respect other profession | 1 | 2 | 3 | 4 | 5 |

I. Achievement

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | I have clear, achievable goals and standards for doing my job | 1 | 2 | 3 | 4 | 5 |
| 2. | I get support for continuing education and personal development | 1 | 2 | 3 | 4 | 5 |
| 3. | My job gives me a sense of achievement | 1 | 2 | 3 | 4 | 5 |
| 4. | I am satisfied with the success I have achieved in my career | 1 | 2 | 3 | 4 | 5 |

J. Responsibility

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | I get the chance to use my skills and knowledge in my present job | 1 | 2 | 3 | 4 | 5 |
| 2. | I have been given sufficient freedom and authority to do my job | 1 | 2 | 3 | 4 | 5 |
| 3. | I get the chance to work alone on the job and complete it without supervision | 1 | 2 | 3 | 4 | 5 |
| 4. | I find that my contributions as an air defence operator are very important to the defence of the nation | 1 | 2 | 3 | 4 | 5 |

Part III

Demographic Data

Please tick the appropriate box and fill in the blank.

<p>1. Rank</p> <p>Corporal and below <input type="checkbox"/></p> <p>Sergeant / Flight Sergeant <input type="checkbox"/></p> <p>Warrant Officer <input type="checkbox"/></p> <p>2Lt/Lt/Capt <input type="checkbox"/></p> <p>Maj/Lt Col <input type="checkbox"/></p>	<p>5. Years of service</p> <p>Less than 10 years <input type="checkbox"/></p> <p>10 – 15 years <input type="checkbox"/></p> <p>16 – 20 years <input type="checkbox"/></p> <p>Above 21 years <input type="checkbox"/></p>
<p>2. Age Group</p> <p>21 – 30 <input type="checkbox"/></p> <p>31 – 40 <input type="checkbox"/></p> <p>41 – 50 <input type="checkbox"/></p> <p>Above 50 <input type="checkbox"/></p>	<p>6. Highest Academic Qualification</p> <p>SPM <input type="checkbox"/></p> <p>STPM <input type="checkbox"/></p> <p>Diploma <input type="checkbox"/></p> <p>Degree/Master <input type="checkbox"/></p>
<p>3. Gender</p> <p>Male <input type="checkbox"/></p> <p>Female <input type="checkbox"/></p>	<p>7. Length of Service in Current Appointment</p> <p>Less than a year <input type="checkbox"/></p> <p>1 to 2 years <input type="checkbox"/></p> <p>2 to 3 years <input type="checkbox"/></p> <p>3 to 4 years <input type="checkbox"/></p> <p>4 to 5 years <input type="checkbox"/></p> <p>More than 5 years <input type="checkbox"/></p>
<p>4. Present Unit Sqn.</p>	