

Work Values, Job Satisfaction and Organizational Commitment Among Support Group Workers

Fatimah Omar and Abdul Khalid Sameon
Center for Psychological Studies and Human Development
National University of Malaysia

Abstracts. The field survey was carried out to investigate the relationship between work values, job satisfaction and organizational commitment among support group workers in an institute of higher learning in Malaysia. A total of 163 support group workers were chosen randomly to be the subjects in the survey. The measurement used to collect the data was a set of questionnaires containing subjects' demographic information and three psychometrics tools comprising of Perfect Work Values Questionnaire (UNKM), Minnesota Satisfaction Questionnaire and Organizational Commitment Questionnaire. The collected data were then analysed using Pearson Correlation and Partial Correlation to look at the relationship between the variables studied. Results from the analysis indicated that there exists a significant relationship between work values and job satisfaction. Results also indicated that there were significant relationships between organizational commitment and job satisfaction and work values. Job satisfaction was also found to have a significant positive relationship with organizational commitment when the work values was used as control in the study.

Keywords: work values, job satisfaction, organizational commitment, support group workers, education institution

Abstrak. Survei lapangan ini dilakukan untuk meneliti hubungan antara nilai kerja, kepuasan kerja dan komitmen organisasi di antara para pekerja kelompok pendukung di sebuah lembaga pendidikan tinggi di Malaysia. Sejumlah 163 pekerja kelompok pendukung dipilih secara acak untuk menjadi subjek dalam survei ini. Pengukuran untuk mengumpulkan data berupa kuesioner mengandung informasi demografik para subjek dan tiga alat psikometrik terdiri atas *Perfect Work Values Questionnaire (UNKM)*, *Minnesota Satisfaction Questionnaire* dan *Organizational Commitment Questionnaire*. Data yang terkumpul kemudian dianalisis memakai *Pearson Correlation* dan *Partial Correlation* untuk melihat hubungan antara variabel-variabel yang dipelajari. Hasil-hasil analisis menunjukkan bahwa terdapat hubungan yang bermakna antara nilai kerja dan kepuasan kerja. Hasil-hasil juga menunjukkan bahwa terdapat hubungan bermakna antara komitmen organisasi dan kepuasan kerja dan nilai kerja. Kepuasan kerja juga ditemukan berhubungan positif dengan komitmen organisasi ketika nilai kerja dipakai sebagai kontrol.

Kata kunci: nilai kerja, kepuasan kerja, komitmen organisasi, pekerja kelompok pendukung, institusi pendidikan

The effectiveness of an organization in achieving its goals and objectives depend on how efficient its human resources was being utilized. Human resource behaviour was an important issue to be able to understand every aspect of behaviour in organizational management. Psychological

aspects such as work values, job satisfaction and organizational commitment influences the human resource behaviour in the organization.

Work values involved perceptions, attitudes and opinion regarding factors related to job, work and work environment