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Makna, Pengukuran dan Domain Kepuasan Hidup daripada Pelbagai Perspektif: Analisis Literatur
Meaning, Measurement and Domain of Life Satisfaction from Different Perspectives: Literature Review

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ABSTRAK

Kepuasan hidup adalah persepsi seseorang tentang kehidupan yang sedang dan telah dilalui, serta kehidupan yang bakal dilaluinya pada masa hadapan. Ia merupakan penilaian seseorang terhadap kehidupannya secara keseluruhan. Kajian-kajian lepas ke atas kepuasan hidup mendapati kecenderungan kebanyakan pengkaji untuk mengukur kepuasan hidup secara umum. Namun begitu, kepuasan hidup juga boleh dikaji dengan melihat kepada domain-domain atau elemen-elemen kepuasan hidup. Kertas konsep ini akan menilai makna kepuasan hidup dan mengenalpasti pengukuran serta domain kepuasan hidup daripada pelbagai perspektif. Makna kepuasan hidup didapati sangat berkait rapat dengan makna hidup yang dipegang seseorang. Secara keseluruhan, dapatan-dapatan lepas menunjukkan bahawa kepuasan hidup selalu ditafsirkan sebagai perasaan syukur, redha, optimis dan gembira. Makna kepuasan hidup berbeza mengikut peringkat umur yang dikaji. Dewasa pertengahan usia dan lanjut usia mentafsirkan kepuasan hidup lebih kepada elemen spiritual dan kekeluargaan.

Kata kunci: Makna Kepuasan Hidup, Domain Kepuasan Hidup, Pengukuran Kepuasan Hidup, Perspektif, Makna Hidup

ABSTRACT

Life satisfaction is one's perception about their current and past life, and their life in future. It is one's review of their life as a whole. Past studies on life satisfaction showed the tendency of most of researchers to measure life satisfaction in general. Nevertheless, life satisfaction can also be studied by examining the domains and elements of life satisfaction. This concept paper will assess the meanings of life satisfaction and identify the measurements and domains of life satisfaction from different perspectives. The meaning of life satisfaction was found to be closely related to the meaning of life that one embrace. Generally, past findings showed that life satisfaction has been defined as the sense of gratitude, acceptance, optimism, and happiness. The meaning of life satisfaction is different according to the age level. Middle-aged adults and ageing defined life satisfaction more to the spiritual elements and family relationship.

***Key words**: The meaning of life satisfaction, Domain of life satisfaction, Measurement of life satisfaction, Perspective, Meaning of life.*

PENGENALAN

Kepuasan hidup telah kerap dikaji di beberapa negara seperti Australia (NATSEM 2010), Amerika Syarikat (Meeks & Murrell 2001), Netherlands (Kapteyn et al. 2009), Kanada (Gee & Veevers 1990), Sweden (Berg et al. 2009; Borg et al. 2005), Jepun (Yamawaki et al. 2011), China (Leung et al. 2005; Song & Appleton 2008), India (Hasnain et al. 2011) dan sebagainya. Kajian ke atas kepuasan hidup telah dijalankan kepada pelbagai sampel yang terdiri daripada warga tua (Ramachandran & Radhika 2012; Sener 2011; Song 1992), dewasa awal hingga akhir (Hutchinson et al. 2004), remaja (Kong & You 2013), pelajar universiti (Mahanta & Aggarwal 2013), wanita (Jan & Masood 2008) dan pekerja di pelbagai sektor (Adams et al. 1996; Jessica et al. 2008). Di Malaysia, kajian kepuasan hidup telah dijalankan ke atas jururawat wanita (Wan Edura et al. 2011), warga tua (Guzman 2012; Kooshair et al. 2014) dan golongan asnaf (Hairunnizam et al. 2010). Kajian mengenai kepuasan hidup wanita bekerjaya pertengahan usia masih kurang diterokai di Malaysia.

Kepuasan hidup telah diterima sebagai aspek utama dalam kebajikan manusia (Jan & Masood 2008). Kepuasan hidup adalah ukuran kesejahteraan psikologi yang paling popular, di samping ukuran yang lain seperti kesejahteraan subjektif dan kegembiraan (Tariq 2012). Ia boleh dinilai secara spesifik kepada domain tertentu kehidupan atau secara umum. Kepuasan hidup bukan hanya penilaian seseorang tentang kehidupan, tetapi, ia juga melibatkan pengiktirafan, keyakinan, kesyukuran dan penghargaan seseorang akan kehidupannya. Ia adalah persepsi seseorang tentang kehidupan yang sedang dan telah dilalui, serta kehidupan yang bakal dilaluinya pada masa hadapan. Kesimpulannya, ia merupakan penilaian seseorang terhadap kehidupannya secara keseluruhan (Jan & Masood 2008).

Kepuasan hidup menggambarkan pengalaman-pengalaman yang memberi kesan kepada persepsi seseorang tentang kepuasan hidupnya. Pengalaman-pengalaman hidup yang positif akan memotivasikan individu untuk terus mencapai matlamat hidupnya (Bailey et al. 2007). Pengalaman-pengalaman positif yang telah dilalui tentunya memberi kesan yang positif kepada penghargaan kendiri. Seterusnya, penghargaan kendiri, mood dan emosi, personaliti, persekitaran, nilai, budaya serta pandangan seseorang tentang kehidupan akan memberi kesan kepada kepuasan hidup (Bailey et al. 2007). Kepuasan hidup umum datang daripada nilai peribadi seseorang dan apa yang dianggapnya penting dalam hidup. Contohnya, keluarga mungkin aspek yang paling penting bagi kebanyakan individu. Namun, ada juga yang menganggap nilai material dan wang lebih penting daripada keluarga, terutamanya dalam kalangan golongan yang sering ditindas daripada segi ekonomi (Georgellis et al. 2009).

Kepuasan hidup ialah satu konstruk subjektif yang berubah mengikut jantina, tahap pendidikan, umur, pendapatan, status perkahwinan dan faktor demografi yang lain (Zhang et al. 2011). Sebagai contoh, Chipperfield dan Havens (2001) mendapati bahawa wanita dan lelaki yang mengalami kegagalan dalam rumahtangga melaporkan kepuasan hidup yang rendah. Shichman dan Cooper (2004) pula mendapati tahap pendidikan, pendapatan dan perkahwinan sebagai faktor utama kepuasan hidup. Manakala dalam kalangan warga tua, aspek kewangan dan fizikal lebih signifikan dalam mempengaruhi kepuasan hidup. Umur juga berkaitan dengan kepuasan hidup, sebagaimana yang dibuktikan oleh Jan dan Masood (2008). Dengan peningkatan umur, kepuasan hidup didapati menurun sebanyak 40%. Kertas konsep ini akan menilai makna kepuasan hidup dan mengenalpasti pengukuran serta domain kepuasan hidup.

METODOLOGI

Pangkalan data seperti PsycINFO, Scopus, Google Scholar, Mycite dan Sagepub telah digunakan untuk mencari artikel terkini. Artikel yang diperolehi diterbitkan daripada jurnal saintifik berbahasa Inggeris dan Bahasa Malaysia. Kata kunci yang digunakan adalah *meaning of life satisfaction/makna kepuasan hidup, measurement of life satisfaction/pengukuran kepuasan hidup, dan domains of life satisfaction/domain kepuasan hidup.* Carian dalam PsycINFO, Scopus, Google Scholar, Mycite dan Sagepub juga menggunakan perkataan tambahan seperti “age, gender, and perspectives”.

Jumlah keseluruhan artikel yang dikumpulkan bagi mengkaji makna, domain dan pengukuran kepuasan hidup ialah 80 artikel. Selepas disaring berdasarkan kriteria inklusif, hanya sebanyak 56 artikel terpilih untuk dianalisis. Kriteria pertama ialah kajian empirikal tentang kepuasan hidup berdasarkan umur. Kajian-kajian yang meneliti makna kepuasan hidup, domain serta kriteria kepuasan hidup dikeluarkan. Pengkaji menganalisis pengukuran kepuasan hidup yang digunakan dalam kajian-kajian yang lepas. Kriteria kedua ialah artikel yang diterbitkan selepas tahun 2000, kecuali bagi teori-teori klasik. Keutamaan diberikan kepada artikel-artikel terkini, terutamanya yang diterbitkan selepas tahun 2010.

DAPATAN

Hasil carian dan analisis literatur mendapati beberapa makna bagi kepuasan hidup. Makna kepuasan hidup dilihat dalam perspektif yang berbeza, daripada pelbagai negara dan konteks. Ia juga mempunyai makna yang subjektif mengikut rekabentuk penyelidikan yang dijalankan samada secara kualitatif atau kuantitatif. Makna kepuasan hidup selalu dikaitkan dengan makna hidup dalam kebanyakan kajian yang telah dijalankan. Ia juga boleh dilihat secara objektif dan subjektif mengikut kriteria yang diletakkan oleh responden. Kepuasan hidup juga telah diukur dalam pelbagai skala dan instrument yang berlainan. Ia boleh diukur secara umum atau melihat kepada elemen-elemen atau domain-domain kepuasan hidup itu sendiri. Kebanyakan pengkaji cenderung untuk mengukurnya secara umum, yang bergantung kepada penilaian seseorang terhadap kehidupan yang sedang dilaluinya kini. Dapatan-dapatan penting daripada analisis literatur dihuraikan dalam sub-topik di bawah

Makna kepuasan hidup

Diener mencadangkan bahawa kepuasan hidup adalah satu penilaian umum tentang perasaan dan sikap seseorang terhadap kehidupan pada masa tersebut, yang mana ia boleh dinilai dalam persepsi negatif atau positif (Buetell, 2006). Manakala Veenhoven (1996) pula menegaskan bahawa kepuasan hidup adalah tahap penilaian positif seseorang tentang kualiti keseluruhan hidupnya. Dalam erti kata lain, sejauh mana seseorang invividu suka kepada kehidupan yang sedang dijalaninya. Ellison et al. (1989) pula memberikan pendirian yang lebih spesifik kepada kepuasan hidup. Mereka berpandangan bahawa kepuasan hidup adalah penilaian kognitif tentang kehidupan, yang bersifat konsisten dan dipengaruhi oleh faktor sosial.

Kajian-kajian lepas telah cuba meneroka makna hidup dan persepsi kepuasan hidup dalam konteks dan perspektif yang berbeza. Kepuasan hidup ternyata melibatkan perbandingan antara kehidupan yang sedang dilalui sekarang dengan kehidupan yang dirasakan patut dilalui atau yang dirasakan ideal (kehidupan yang baik). Kajian tentang kepuasan hidup di pelbagai negaa menunjukkan bahawa keadaan hidup memberi pengaruh yang kuat kepada kepuasan hidup secara umum. Negara yang mempunyai prospek kerjaya yang lebih baik didapati mempunyai kepuasan hidup yang lebih baik (Helliwell, Layard, & Sachs, 2017). Pada masa yang sama, kepuasan hidup didapati sangat berkait dengan pendapatan, terutamanya di negara-negara yang miskin. Ini menunjukkan bahawa pendapatan menyumbang kepada kepuasan hidup dan memberi makna yang signifikan kepada kehidupan.

Pendidikan juga memberi makna yang penting kepada kepuasan hidup. Negara yang lebih tinggi taraf pendidikan penduduknya melaporkan kepuasan hidup yang lebih tinggi. Kesan pendidikan kepada kepuasan hidup lebih tinggi apabila hanya segelintir sahaja individu di negara tersebut yang memiliki tahap pendidikan tersebut, seperti sarjana muda, sarjana, atau Phd (Salinas-Jiménez, Artés, & Salinas- Jiménez, 2011). Kesihatan fizikal juga sering kali berkait dengan kepuasan hidup. Begitu juga dengan kesihatan mental dan emosi. Kesihatan fizikal dan mental boleh menjadi penyumbang juga sebagai hasil atau kesan daripada kepuasan hidup. Kajian telah menunjukkan bahawa kepuasan hidup berkait dengan kebimbangan, kegemukan, gangguan tidur, malah penyakit kronik **(**Strine, Chapman, Balluz, Moriarty, & Mokdad, 2008).

Dalam dunia hari ini, pencarian kehidupan yang bermakna selalunya disifatkan sebagai salah satu cara untuk mencapai kepuasan hidup. Sebagaimana yang dicadangkan oleh Rogers (1951) sebagai individu yang berperanan sepenuhnya (fully-functioning person). Maslow (1970) pula mencadangkan konsep realisasi diri (self-actualization) dan Ryff dan Singer (1998) dengan konsep kesejahteraan psikologi. Secara umumnya, mereka mencadangkan bahawa individu patut mengembangkan kekuatan dan kelebihan diri dan menggunakannya untuk manfaat orang lain juga. Justeru, penilaian mengenai kepuasan hidup selalunya akan mengambil kira sejauh mana individu tersebut telah mengembangkan potensi dan kebolehannya. Penilaian kepuasan hidup juga memberi perhatian kepada peranan dan sumbangannya kepada kehidupan orang lain.

Santos et al. (2012) mendalami makna kepuasan hidup dengan mengkaji perkaitan antara makna dalam hidup dan kepuasan hidup. Kajian dijalankan ke atas 969 pelajar kolej di Filipina. Kajian menggunakan instrumen standard, iaitu *Meaning in Life Questionnaire, Satisfaction with Life Scale* dan *Positive Affect and Negative Affect Schedule.* Dapatan kajian menunjukkan bahawa makna dalam hidup dan kepuasan hidup mempunyai perkaitan yang positif. Makna dalam hidup berdasarkan kepada *Steger's Meaning in Life Questionnaire (MLQ)* boleh dibahagikan kepada 2 komponen iaitu kewujudan makna dan pencarian makna. Ho et al. (2010) juga turut membuktikan bahawa makna dalam hidup mempunyai perkaitan yang kuat dan positif dengan kepuasan hidup.

Fave et al. (2013) mengkaji dengan lebih intensif sumber dan motif makna hidup dalam kalangan dewasa di tujuh negara Barat. Pengkaji menggunakan kaedah campuran untuk mendapatkan tema bagi sumber-sumber makna hidup. Antara sumber yang penting adalah kehidupan peribadi dan keluarga, kesejahteraan, harmoni dan realisasi diri. Kajian juga mendapati bahawa tahap umur yang berbeza meletakkan keutamaan yang berbeza kepada sumber atau domain tersebut. Manakala Shigehiro dan Ed (2014) pula melaporkan bahawa responden negara kaya memberi makna yang berbeza kepada hidup daripada responden negara miskin. Kajian yang dijalankan ke atas 132 negara ini mendapati bahawa kepuasan hidup adalah lebih tinggi di negara-negara kaya. Namun, makna hidup didapati lebih tinggi di negara-negara miskin berbanding negara kaya. Rakyat di negara miskin dikatakan lebih kuat pegangan agamanya. Pegangan agama telah berperanan sebagai pengantara yang signifikan dalam kajian ini. Ternyata, agama memainkan peranan yang penting dalam pencarian makna hidup responden (Shigehiro & Ed 2014).

Wanita pertengahan usia mentafsirkan kepuasan hidup sebagai kejayaan atau pencapaian, ketenangan jiwa dan fikiran, keselesaan hidup serta keredhaan dan kesyukuran (Siti Marziah, Nor Ba'yah & Nasrudin 2017). Wanita pertengahan usia yang dikaji membuat penilaian kepada kepuasan hidup dengan melihat lebih kepada aspek-aspek dalaman dan kerohanian. Mereka cuba membina kehidupan yang lebih bermakna, lebih tenang dan diredhai. Kajian ini dijalankan secara kualitatif ke atas Sembilan orang peserta wanita pertengahan usia bekerjaya di Hulu Langat, Selangor. Justeru, makna kepuasan hidup mungkin berbeza bagi wanita daripada peringkat umur yang lain.

Beberapa faktor telah didapati penting untuk kehidupan yang bermakna dan berjaya sepanjang bahagian kedua kehidupan (bermula daripada pertengahan usia sehingga meninggal), iaitu faktor hubungan yang rapat dengan individu lain, pembelajaran sepanjang hayat, sikap menerima atau redha dan optimis dan keprihatinan terhadap diri dan orang lain (Corbett 2012). Pengalaman dan ilmu yang dimiliki akan dicurahkan kepada generasi muda. Individu pada usia ini mahu menghabiskan masanya melakukan sesuatu yang bermakna. Mereka akan cuba untuk terus belajar dan mendalami ilmu-ilmu keagamaan. Aspek spiritual didapati menyumbang kepada penuaan berjaya. Sebagaimana Macmillan (2012) menegaskan bahawa individu di bahagian kedua kehidupan mempunyai keperluan sosial dan spiritual yang tinggi. Keperluan ini perlu diambil kira dalam sebarang intervensi perubatan dan kebajikan.

Allardt (2003) turut mencadangkan bahawa individu mempunyai tiga jenis keperluan asas iaitu keperluan untuk memiliki, keperluan untuk mengasihi dan keperluan kendiri. Semua keperluan ini merupakan asas kepada kepuasan hidup serta kesejahteraan. Keperluan untuk memiliki diukur daripada taraf hidup dan persekitaran seperti pendapatan, kesihatan, pendidikan, kediaman dan kenderaan. Manakala keperluan untuk mengasihi pula dinilai daripada hubungan mereka dengan keluarga dan individu lain. Keperluan kendiri lebih menumpukan kepada keperluan untuk membangunkan potensi diri dan mencapai cita-cita. Model ini telah diguna pakai oleh Nor Hafizah dan Hazizan (2012) dalam kajiannya mengenai kepuasan hidup subjektif dalam kalangan penjawat awam Melayu di Malaysia. Kajian tersebut menambah satu lagi keperluan di dalam kerangka kajian iaitu keperluan spiritual. Keperluan ini lebih terarah kepada aspek agama dan kerohanian.

Nor Hafizah dan Hazizan (2012) mengemukakan dua tema kepuasan hidup subjektif iaitu kepuasan dalam bukan keperluan hidup dan kepuasan dalam keperluan hidup. Dapatan menunjukkan bahawa kepuasan dalam bukan keperluan hidup lebih menjadi keutamaan kepada responden. Sub-tema utama bagi kepuasan dalam bukan keperluan hidup adalah bebas daripada penyakit, memiliki keluarga yang stabil dan ketenangan rohani. Manakala bagi keperluan hidup, responden lebih memberi fokus kepada kemampuan untuk memenuhi keperluan asas, mengekalkan standard kehidupan, memperbaiki kualiti hidup dan mengekalkan cara hidup sederhana. Ini selaras dengan dapatan kajian Easterlin et al. (2012) yang menunjukkan bahawa responden tidak meletakkan wang sebagai kunci kegembiraan. Responden lebih memberi perhatian kepada isu kekeluargaan seperti mempunyai masa untuk keluarga dan menjaga ahli keluarga. Ia konsisten dengan dapatan Song dan Appleton (2008) dan Liu (2006).

Kepuasan hidup juga telah diuji sama ada ditentukan oleh penilaian mengenai kejayaan atau kejayaan hidup itu sendiri (Meulemann 2001). Ia juga dinilai sama ada lebih bergantung kepada kejayaan dalam awal usia atau akhir usia. Untuk menemukan jawapan, kajian ke atas responden berumur 16 hingga 43 tahun telah dilakukan. Analisis mendapati bahawa kepuasan hidup lebih dipengaruhi oleh penilaian mengenai kejayaan daripada kejayaan hidup. Ini kerana, kejayaan dan kegagalan dalam hidup bergantung kepada penilaian peribadi yang dibuat. Penilaian mengenai kejayaan merupakan pertimbangan terakhir yang dibuat bagi memutuskan mengenai kepuasan hidup. Kejayaan di akhir usia juga lebih penting bagi responden daripada kejayaan di awal usia (Meulemann 2001).

Pengukuran dan Domain Kepuasan Hidup

Becchetti dan Pelloni (2011) mencadangkan bahawa literatur telah mengukur persoalan berkaitan dengan kepuasan hidup dalam dua cara. Cara pertama ialah dengan mengambil kira penilaian umum terhadap kehidupan seseorang. Responden akan mengambil kira semua aspek, tanpa melihat kepada peristiwa-peristiwa terkini yang berlaku kepada hidup mereka. Soalan yang biasa dikemukakan adalah: “Sejauh mana anda berpuas hati dengan kehidupan anda, dengan mengambil kira semua aspek hidup?”. Maklum balas responden adalah berdasarkan kepada skala Likert sama ada 0-10 mata atau 0-7 mata. Cara kedua ialah dengan meneliti kepuasan hidup mereka berdasarkan kepada peristiwa terkini yang berlaku dalam hidup (Redelmeier & Kahneman 1996). Dalam pendekatan ini, responden biasanya diminta untuk merekodkan peristiwa-peristiwa penting terkini yang berlaku dan tahap kepuasan hidup mereka pada setiap peristiwa.

Kajian-kajian lepas ke atas kepuasan hidup mendapati kecenderungan kebanyakan pengkaji untuk mengukur kepuasan hidup secara umum. Sebagai contoh Praag et al. (2010) menganalisis kepuasan hidup keseluruhan dan kepuasan kewangan dalam kalangan rakyat Israel yang terdiri daripada bangsa Yahudi dan Arab. Begitu juga dengan Song (1992) yang mengkaji pengaruh faktor psikologi sosial ke atas kepuasan hidup warga tua Korea. Hutchinson et al. (2004) juga percaya tahap kepuasan hidup boleh diukur dengan bertanyakan kepuasan hidup responden secara keseluruhan. Soalan ditanyakan secara jelas dan terus, iaitu; “adakah anda berpuas hati dengan kehidupan anda secara keseluruhan?". Daripada skor ini, ramalan kepuasan hidup akan ditentukan daripada segi umur, status perkahwinan dan pekerjaan.

Walaupun wujud persetujuan tentang apa yang menyumbang kepada kepuasan hidup atau kehidupan yang baik, tetapi Diener (1984) percaya bahawa individu biasanya akan meletakkan penilaian atau pertimbangan yang tidak sama kepada kriteria-kriteria itu. Setiap individu pastinya mempunyai kriteria tersendiri tentang apa yang dikatakan sebagai kehidupan yang baik. Pada setiap aspek-aspek kehidupan mereka, seperti kerjaya, keluarga, perhubungan dan sebagainya, standard mengenai kejayaan dalam aspek-aspek tersebut adalah berbeza. Oleh sebab itu, menurut Diener (1984), adalah penting untuk menganalisa penilaian global seseorang terhadap kehidupannya, daripada menilai kepuasan mereka dalam domain yang spesifik.

Skala yang dibangunkan oleh Diener dan Pavot (1993) hanya mengandungi 5 pernyataan sahaja. Responden diminta untuk menandakan kadar daripada 1 (sangat tidak setuju) hingga 7 (sangat setuju) kepada item yang dikemukakan. Penilaian ini hanyalah berbentuk pernyataan umum mengenai kepuasan hidup responden, seperti: "Saya berpuas hati dengan kehidupan saya", "Keadaan hidup saya cemerlang" , "Setakat ini, saya telah mencapai apa yang saya inginkan dalam hidup" dan sebagainya. Diener, Inglehart dan Tay (2013) percaya bahawa manusia mempunyai pelbagai perspektif dan cara hidup. Justeru, kepuasan hidup tidak boleh dibahagikan mengikut komponen-komponen yang tertentu.

Pendekatan ini juga telah diguna pakai oleh Neugarten et al. (1961) dalam kajiannya tentang kepuasan hidup dalam kalangan warga tua. Neugarten telah menjalankan kajian di Kansas, Missouri dengan menemubual warga tua yang berumur 50 hingga 89 tahun. Tema-tema yang terhasil daripada temu bual tersebut telah menformulakan indeks kepuasan hidup (The Life Satisfaction Index) pada tahun 1961. Sebanyak 20 item telah dibangunkan pada mulanya dan dikenali sebagai LSI-A. Ia diuji dan dikemaskini beberapa kali oleh penyelidik lain. Indeks ini telah diguna pakai secara meluas untuk membantu ahli gerontologi dan ahli psikologi mengenal pasti tahap kesejahteraan serta kepuasan hidup warga tua. Ia mengandungi lima tema kepuasan hidup, iaitu; menikmati aktiviti seharian, menganggap hidup sebagai bermakna dan menerima kehidupan yang lepas, merasakan telah berjaya mencapai matlamat-matlamat hidup, mempunyai imej diri positif dan mengekalkan mood gembira dan optimis. Contoh item adalah: "Saya jangkakan banyak perkara-perkara baik dan menarik akan berlaku pada masa hadapan".

Walau bagaimanapun, terdapat juga sebahagian kajian yang mengambil kira beberapa elemen kepuasan hidup untuk menilai tahap kepuasan hidup responden. Seperti contoh, kajian yang dijalankan oleh Ramachandran dan Radhika (2012) mengkaji status ekonomi dan kepuasan hidup dalam perspektif silang budaya. Pengkaji ini mengambil kira domain-domain tertentu, iaitu tret personaliti, hubungan sosial, keadaan ekonomi, persekitaran tempat tinggal, tahap kesihatan, aktiviti masa lapang dan pencapaian diri (Ramachandran & Radhika 2012). Semua domain ini dikaji dengan meminta responden menandakan tahap kepuasan mereka dalam setiap domain yang dikemukakan (berpuas hati, agak berpuas hati dan tidak berpuas hati). Skor kumulatif kepuasan hidup terhasil daripada skor-skor setiap domain tersebut.

Kepuasan hidup juga telah ditafsirkan dan diterangkan melalui empat domain utama iaitu aktiviti seharian, hubungan sosial dan keluarga, kesihatan dan pendapatan (Kapteyn et al. 2009). Hubungan sosial dan keluarga didapati mempunyai kesan yang paling besar ke atas kepuasan hidup. Manakala pendapatan mempunyai kesan yang paling rendah. Walau bagaimanapun, penduduk daripada negara yang berlainan pastinya mempunyai persepsi yang berbeza tentang nilai pendapatan yang boleh ditafsirkan sebagai satu kepuasan hidup. Hubungan sosial dan keluarga diuji dengan mengenal pasti sama ada responden telah berkahwin atau bujang, bilangan anak yang dimiliki, bilangan kawan-kawan dan bentuk hubungan dengan orang-orang yang penting dalam hidup (Kapteyn et al. 2009).

Sener (2011) turut mengukur kepuasan hidup dengan meneliti elemen-elemen tertentu. Beliau mencadangkan elemen perkahwinan, pekerjaan, kesihatan, anak-anak dan keseluruhan sebagai faktor-faktor yang perlu diambil kira untuk menentukan kepuasan hidup seseorang. Begitu juga Nichols (2009) yang menganalisis kepuasan hidup dengan menggunakan Indeks Kepuasan Hidup yang dibangunkan daripada *Ostomy Comprehensive Health and Life Assessment.* Ia mengandungi soalan yang menggunakan skala Likert untuk mengkaji kepuasan daripada segi kehidupan sosial, kehidupan bekeluarga, masa lapang, situasi kewangan dan kepuasan umum. Indeks yang dibangunkan ini telah dapat membantu pengkaji untuk mengenal pasti peratus responden yang tidak berpuas hati dengan aspek-aspek kehidupan tersebut, seterusnya memberi input tentang program-program yang perlu dijalankan.

KESIMPULAN

Ringkasnya, kajian lepas telah meneroka makna kepuasan hidup di pelbagai negara. Makna kepuasan hidup didapati sangat berkait rapat dengan makna hidup yang dipegang seseorang. Ia juga berkait dengan apa yang dianggap penting dalam kehidupan seseorang, seperti wang, pendidikan, agama dan kesihatan. Makna kepuasan hidup berbeza mengikut peringkat umur yang dikaji. Dewasa pertengahan usia dan lanjut usia mentafsirkan kepuasan hidup lebih kepada elemen spiritual dan kekeluargaan. Manakala bagi golongan yang lebih muda, elemen wang dan pendidikan mungkin merupakan tumpuan mereka. Analisis literatur juga mendapati bahawa kepuasan hidup telah dinilai dengan mengukur kepuasan dalam domain-domain tertentu kehidupan atau mengukur secara umum. Ia bergantung kepada perspektif pengkaji mengenai kepuasan hidup. Justeru, konstruk kepuasan hidup adalah satu konstruk yang sangat dinamik dan sentiasa relevan untuk dikaji di pelbagai negara, dalam pelbagai peringkat usia dan konteks. Dapatan-dapatan terbaharu mengenai kepuasan hidup perlu disebarkan untuk memberi petunjuk kepada tahap kesejahteraan manusia secara umumnya, kualiti hidup dan pencapaian atau kemajuan sesebuah negara.

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Dark Triad Personality Traits: Evaluation of Self Versus Others Among Employees in Malaysia
Ciri-ciri Personaliti Triad Gelap: Penilaian Diri Berbanding Orang Lain dikalangan Pekerja di Malaysia

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ABSTRACT

The major organizational research streamline has been directed towards understanding the nature, causes, and consequences of positive work behavior. In the workplace, however, negative work behavior is also a concern to many employees. Past literature found that various factors contribute to the occurrence of these dark behaviors. Negative personality traits, especially the Dark Triad, have been found to be significant predictors to the dark behaviors. Despite the numerous investigations, little attempt has been done to examine the evaluation of oneself and others on the Dark Triad traits. Therefore, this study aims at to fulfill the gap guided by the following research questions: to what extent do employees believe that they possess the Dark Triad traits and to what extent do employees favorably rate themselves possessing less Dark Triad traits compared to their colleagues at work? Paired data were collected from a sample of 64 part time MBA students from a large Malaysian university who work in various industries. Results of frequency analysis and Wilcoxon Signed Rank Test show that respondents believed that they possessed the Dark Triad traits, and they rated highly on themselves rather than the known others on all components of the Dark Triad traits. Implications of the findings and future study recommendations were discussed.

Key words: Dark Triad, Personality Traits, Narcissism, Machiavellianism, Psychopathy

ABSTRAK

Penyelarasan penyelidikan utama organisasi telah diarahkan untuk memahami sifat, sebab, dan akibat dari tingkah laku kerja yang positif. Walaubagaimanapun, di tempat kerja, kelakuan kerja yang negatif juga menjadi kebimbangan kepada ramai pekerja. Kajian lepas mendapati pelbagai faktor telah menyumbang kepada berlakunya tingkah laku gelap ini. Ciri-ciri keperibadian negatif, terutamanya Triad Gelap, telah dijumpai sebagai peramal penting kepada tingkah laku gelap. Walaupun banyak penyiasatan, usaha kecil telah dilakukan untuk mengkaji penilaian diri sendiri dan orang lain mengenai ciri-ciri Triad Gelap. Oleh itu, kajian ini bertujuan untuk memenuhi jurang yang dipandu oleh soalan-soalan penyelidikan berikut: sejauh manakah pekerja percaya bahawa mereka memiliki ciri-ciri Triad Gelap dan sejauh manakah pekerja menganggap *bahawa mereka mempunyai ciri-ciri kurang Triad Gelap dibandingkan dengan rakan-rakan mereka di tempat kerja? Data untuk kajian ini dikumpulkan dari sampel 64 orang pelajar MBA dari sebuah universiti terkemuka di Malaysia yang bekerja di pelbagai industri. Keputusan analisis kekerapan dan Wilcoxon Signed Rank Test menunjukkan bahawa responden percaya bahawa mereka memiliki ciri-ciri Triad Gelap, dan mereka diberi nilai tinggi pada diri mereka sendiri dan bukannya yang lain yang diketahui pada semua komponen sifat Triad Gelap. Implikasi penemuan dan cadangan kajian masa depan telah dibincangkan.*

***Kata kunci**: Triad Gelap, Ciri Keperibadian, Narcissism, Machiavellianism, Psikopati*

INTRODUCTION

Since the ancient time, scholars had developed an interest in understanding people's personality (Crocq, 2013). The emergence of modern personality psychology, however, started in 19th century (Ellis, Abrams, & Abrams, 2009). There are many research works focusing on understanding the nature of positive personality traits such as the Big Five and happy personality traits, its antecedents and consequences, and the underlying mechanisms that help to explain the relationship between various constructs and the positive personality traits. On the contrary, the negative personality traits attract scholars' attention only at later years (Harms & Spain, 2015).

Among the negative personality traits, Dark Triad receives the most attention within organizational research. Spain, Harms, and LeBreton (2014) review the utilities of the dark personality traits, which include the Dark Triad, and found that these traits affect job attitudes, job performance, organizational citizenship behavior, counterproductive work behavior, and creative performance. They also found that the dark personality traits affect several human resources functions such as training and interviewing. Interest in understanding the effect of the dark personality traits, especially the Dark Triad, also emerges in relation to leadership (e.g., Kiazad, Restubog, Zagenczyk, Kiewitz, & Tang, 2010; Mathieu, Neumann, Hare, & Babiak, 2014).

Despite the increasing number of studies on the Dark Triad traits, little attempt has been done to examine the evaluation of oneself and others on the Dark Triad traits. Understanding how a person evaluates himself possessing these traits relative to others is important for organizational researchers and practitioners to take necessary actions in overcoming the traits' adverse effects at the workplace. Therefore, this study aims at to fulfill this gap by addressing the following research questions: to what extent do employees believe that they possess the Dark Triad traits and to what extent do employees favorably rate themselves possessing less Dark Triad traits compared to their colleagues at work?

LITERATURE REVIEW

The major organizational research streamline has been directed towards understanding the nature, causes, and consequences of positive work behavior. In the workplace, however, negative work behavior is also a concern to many employees. Past literature found that various factors contribute to the occurrence of these dark behaviors (e.g., Chen & King, 2018; Mitchell, Baer, Ambrose, Folger, & Palmer, 2018). One of these factors is negative personality traits, especially the Dark Triad traits (O'Boyle, Forsyth, Banks, & McDaniels, 2012).

Dark Triad traits refer to the constellation of three socially aversive personality traits, which are Machiavellianism, narcissism, and psychopathy (Paulhus & Williams, 2002). A person who possesses the Machiavellianism trait is known to be someone who will do anything to win; that is, ends justify the means (Scandura, 2017). They are the ones who believe that people can be manipulated and doing so is permissible in realizing a targeted goal (Paulhus & Williams, 2002; Sacndura, 2017). Narcissism refers to the expression of grandiosity, entitlement, dominance, and superiority (Paulhus & Williams, 2002). It also reflects the self-serving bias in which a person will attribute success to himself but failures to others (Emmons, 1987). Unlike Machiavellianism and narcissism, psychopathy is the extreme socially aversive trait in the Dark Triad traits. A person who possesses this trait has no feelings of guilt, is impulsive, and seeks immediate gratification of his needs (Scandura, 2017). Therefore, psychopathy is defined as characters with high impulsivity, thrill-seeking, and having low empathy and anxiety (Paulhus & Williams, 2002).

Although narcissism and psychopathy can be found in clinical studies involving individuals under clinical or forensic supervisions, the two traits have been studied using broader community samples known as subclinical samples (Furnham, Richards, & Paulhus, 2013). Hence, to distinguish these traits under different conditions, subclinical narcissism and subclinical psychopathy are referred to when the traits are studied using broader community samples. These two subclinical traits are combined together with Machiavellianism to form the Dark Triad traits. Paulhus and Williams (2002) argue that the three traits are distinct constructs but they overlap with each other to some extent. In particular, the three traits represent *socially malevolent traits with behavior tendency toward self-promotion, emotional coldness, duplicity, and aggressiveness* (p.557), but Paulhus and Williams found that the three constructs of Dark Triad traits are distinctive when measured with the normal population. Therefore, the three constructs were examined separately in the present study.

Numerous evidences show that these three traits are commonly found in the workplace (Cohen, 2018). Jonason, Slomski, and Partyka (2012) argue that it is no surprise to find employees with Dark Triad traits in the workplace because these traits are not immediately visible during a short period of employment interview. Coined as toxic employees, the authors also contend that these employees survive in organizations through their "desirable" personalities (e.g., charm and assertiveness) and their ability to use different tactics to influence others in the workplace.

Since 2002, there is an exponential growth of research on Dark Triad traits in organizational research. A search hit in Google Scholar with key terms "Dark Triad" and "workplace" shows that there are 1,710 published articles. The research streams on this phenomenon can be divided into understanding the nature of the Dark Triad traits (e.g., Paulhus & Williams, 2002), identifying its antecedents and consequences (e.g., Kiazad et al., 2010), and explaining its underlying mechanism (e.g., Giammarco & Vernon, 2014). Although most of the studies on Dark Triad traits focus on its relation to antisocial work behavior, some studies also focus on its beneficial impact to organizational members (e.g., Jonason, Webster, Schmitt, Li, & Crysel, 2012; Jonason, Wee, & Li, 2014).

In terms of tapping into the Dark Triad traits, majority of previous studies asked the respondents to rate themselves on the given items (e.g., Giammarco & Vernon, 2014; Mathieu et al., 2014). That is, Dark Triad traits had been measured through self-rated questionnaires. There are also some isolated attempts to measure the Dark Triad through the lens of self and others. For example, Rauthmann and Kolar (2012) examine the lay persons' perception on Dark Triad traits from two different perspectives (i.e., self versus others) on three criterions (i.e., desirability, consequences for the self, and consequences for others). Data were gathered from 244 respondents. They found that the respondents discriminated the responses between a self- and other-perspective. The respondents also reported that there were favorable consequences towards themselves when others exhibited Machiavellianism or psychopathy, but neutral or detrimental effects on self when they exhibited these traits. In addition, all three traits were reported to be less desirable for the self than for others. Also, respondents had the tendency to judge the consequences of their own behavior less detrimental than when others did.

Although Rauthmann and Kolar (2012) provide some insights into the difference between self-rated and other-rated Dark Triad scores, their primary interest was to understand the effects of exhibiting Dark Triad traits by self and others. In the present study, the aim is to investigate how an individual assesses himself as compared to his assessment on others. This is important because self-enhancement principle and Social Comparison Theory specify that one is more likely to assess oneself positively and others negatively. Furthermore, the definitions of the Dark Triad components entail the same; that is, believing that one is dominant, more important, and self-love most probably support the ideas that oneself does not exhibit the dark traits compare to others.

The above argument is in line with Brown's (1986). According to Brown, his series of experimental studies show that all respondents had pervasive tendency to highlight self positively and less negatively compared to their evaluation on others. In addition, he also found that the respondents rated more positively when evaluating friends than others. His work, however, used ten bipolar positively and negatively valance trait adjectives. Therefore, it is interesting to identify whether the same outcomes can be observed when measuring the Dark Triad traits.

Underpinning Theories

Two theories were used as the underpinning theories. Self-enhancement theory was used to address the first research question, whereas Social Comparison Theory (Ferstinger, 1954) was used to address the second research question.

Self-enhancement is one of the well-established constructs in the organizational behavior and industrial psychology literature. Commonly known with the motive to highlight oneself favorably in the eyes of people, self-enhancement is defined as *a person's inherent motivation to have others perceive him or her favorably) such as being competent, attractive, lucky, ethical, and important* (McShane & Von Glinow, 2018: 66). Research has shown that self-enhancement is important to narcissists because it reflects their importance, grandiosity, and competency (John & Robbins, 1994). Therefore, it is expected that people with high narcissism will rate themselves more favorably then when they rate others.

Because no research has shown that self-enhancement is related to Machiavellianism and psychopathy, the present study also draws on the Social Comparison Theory (Festinger, 1954) to explain the reasoning behind the proposed research questions. Social Comparison Theory suggests that people have an innate drive to compare themselves relative to others in order to make an accurate evaluation about them. Kwan (2004) further argues that the theory is useful to explain why people perceive themselves more positively than they perceive others.

Later works on Social Comparison Theory identifies that there are two comparing processes, which are an upward or a downward comparison (e.g., Suls, Martin, & Wheeler, 2002). In the upward comparison, a person may compare himself to other who is superior to him, such as managers who compare a pay increase with a CEO's pay (Gartenberg & Wulf, 2017). On the contrary, a downward comparison specifies that a person who compares himself to other who is worse off than he is to make him feels better about himself. In this case, a person is more likely to make a downward comparison than an upward comparison when he feels threatened by certain characteristics in question (Hakmiller, 1966). Research has shown that by adopting the downward comparison, a person increases his self-enhancement (Buunk, Collins, Taylor, VanYperen, & Dakof, 1990). On the basis of this line of argument, it is expected that employees with Dark Triad traits will use a downward comparison than an upward comparison.

METHODOLOGY

The present study was part of a larger study on understanding the effects of Dark Triad traits on workplace behavior. Data for this study were gathered from 64 part-time MBA students from a large Malaysian university who work in various industries. These students were chosen as respondents because they were working adults who might have some experiences in dealing with everyday work hassles and events. In addition, they are appropriate cases for the present study because the aim of this study is to identify how a respondent evaluate himself as compared to how he evaluates other. The students have known each other for two semesters, which allows them to get to know each other to some extent.

Using a survey questionnaire, respondents were asked to rate their scores on the Dark Triad traits for both themselves and a known other. To avoid possible biases, each respondent was asked to rate themselves first during the first class meeting. Only in the third class meeting, which took place two weeks after the first class meeting, the respondents were asked to rate a known other using the same set of the survey questionnaire. The only difference in the survey questionnaires was the demographic information. In the first phase, information about the respondent was collected. In the second phase, no information about the known other was collected except gender, which was identified *a priori* before data collection. The first exercise was done using paper-and-pencil questionnaire and the second exercise was conducted via online survey. The known other is defined as a person who takes the same course and in the same class with a respondent. To ease the data collection, questionnaire distribution during the first phase was done when the respondents sat in groups. The membership of the groups remains the same until the end of the course; hence, it is easier for the researcher to avoid assigning a respondent as a known other. An identifier code was used to identify a respondent without revealing much information to minimize the possibility of anyone recognizing who the respondent was. Also, a known other was identified first before the respondents provided their feedbacks. In this situation, a respondent had no control to choose who they wished to rate.

The measures used in this study was the Dirty Dozen developed by Jonathan and Webster (2010). There were 12 items tapping into three components of the Dark Triad traits, with four items each for Machiavellianism, narcissism, and psychopathy. A sample item for Machiavellianism is *I tend to manipulate others to get my way*, whereas a sample item for narcissism is *I tend to want others to admire me*. A sample item for psychopathy was *I tend to lack remorse*. All items were rated on a five-point Likert-type scale ranging from 1 (strongly disagree) to 5 (strongly disagree).

The items included in the demographic information obtained from the respondents are gender, age, ethnicity, occupation, industry, sector, highest education attained, and working experience. The only information obtained about a known other is gender, which the information was derived from class lists. When rating the known other, a slight modification was made to the 12 items of Dirty Dozen. For example, the original item for narcissism was changed from *I tend to want others to admire me* to *He/she wants others to admire him/her*.

RESULTS

Among the respondents, 55% were male and 45% were female. The ages of respondents ranged from 23 to 51 years, with a mean age of 33.9 years. Most of the respondents were Malay (53%) and the rests came from various ethnicity. The highest education attained was a Bachelor degree (88%), followed by a Master degree (12%). A large number of respondents worked in public sector (48%) and private sector (41%), whereas only 11% were self-employed. Their occupations and industries varies. The average working experience was 9.2 years (*S.D.* = 6.16).

Table 1 shows the frequency analysis for item scores for each components of the Dirty Dozen based on self perspective. The first four items belong to narcissism, and majority of the respondents reported that they had the tendency to wanting others to admire them (51.6%) and also to pay attention to them (40.6%). The next four items describe psychopathy. Most of the respondents did not agree to the items, with the highest frequency *tend to be not too concerned with morality* with 70.4%. Only few agreed to the psychopathy items with the highest score of 17.2% for *tend to be cynical* and the lowest frequency score of 9.4% for *tend to lack remorse*. Machiavellianism was captured by the last four items in Table 1. Similar to self-reported psychopathy, majority of the respondents did not agree that they possess the Machiavellianism traits. The highest frequency score for the disagreement scale was 86% for *tend to manipulate others to get to one's way* and the lowest frequency score was 78.1% for *used flattery to get one's way*. On the other end of the scale, the frequencies for all four items were slightly different, with *using flattery to get to one's way* having the highest frequency of 6.3%.

Table 1: Item Frequency for Self-Evaluation

	Response Frequency (%)				
Dirty Dozen Items	**1**	**2**	**3**	**4**	**5**
Tend to want others to admire	15.6	14.1	18.8	39.1	12.5
Tend to want others to pay attention	10.9	9.4	39.1	25.0	15.6
Tend to expect special favors from others	20.3	15.6	39.1	17.2	7.8
Tend to seek prestige or status	17.2	20.3	35.9	18.8	7.8
Tend to lack remorse	34.4	29.7	26.6	9.4	0
Tend to be callous or insensitive	45.3	21.9	20.3	12.5	0
Tend to be not too concerned with morality	43.8	26.6	17.2	9.4	3.1
Tend to be cynical	35.9	26.6	20.3	14.1	3.1
Used deceit or lied to get a way	50.0	34.4	10.9	4.7	0
Tend to manipulate others to get a way	46.9	39.1	9.4	4.7	0
Used flattery to get a way	45.3	32.8	15.6	6.3	0
Exploit others towards own end	51.6	29.7	15.6	3.1	0

Note. N = 64; 1 = strongly disagree, 2 = disagree, 3 = neither agree nor disagree, 4 = agree, 5 = strongly agree

Table 2 also shows the frequency analysis on the Dirty Dozen items, but for other evaluation perspective. Generally, majority of the respondents did not agree that their known others possess the Dark Triad traits. Of the four items on narcissism, the highest frequency was reported for *tend to seek prestige or status* (81.3%) and the lowest score was reported for *tend to want others to pay attention* (56.3%). None of the respondents indicated strong agreement to the narcissism items when evaluating others. The response frequency for items belonging to psychopathy suggests that a large number of respondents rated their known others as having low level of psychopathy. The highest frequency score was the *tendency not to be too concerned with morality* (90.7%) and the *tendency to be cynical* (90.7%), whereas the lowest frequency score was the *tendency to lack remorse* (79.7%). Only two items of psychopathy for other evaluation show some level of agreement, with *tend to be callous or insensitive* (3.1%) followed by *tend to lack remorse* (1.6%). The same frequency pattern is observed for Machiavellianism. The item with the highest frequency score was the respondents' disagreement that the known others used deceit or lied to get their ways (93.8%). The lowest frequency scores were on the agreement side and shared between *using flattery to get a way* and *exploiting others towards one's own end*, with a frequency of 1.6% each.

Table 2: Item Frequency for Other Evaluation

	Response Frequency (%)				
Dirty Dozen Items	**1**	**2**	**3**	**4**	**5**
Tend to want others to admire	20.3	42.2	26.6	10.9	0
Tend to want others to pay attention	18.8	37.5	25.0	18.8	0
Tend to expect special favors from others*	25.0	45.3	18.8	9.4	0
Tend to seek prestige or status	26.6	54.7	10.9	7.8	0
Tend to lack remorse*	32.8	46.9	17.2	1.6	0
Tend to be callous or insensitive	38.9	46.9	14.1	3.1	0
Tend to be not too concerned with morality	46.9	43.8	9.4	0	0
Tend to be cynical*	39.1	51.6	7.8	0	0
Used deceit or lied to get a way	62.5	31.3	6.3	0	0
Tend to manipulate others to get a way	56.3	34.4	6.3	3.1	0
Used flattery to get a way	59.4	31.3	7.8	1.6	0
Exploit others towards own end	50.0	39.1	9.4	1.6	0

Note. Asterisk (*) marks the presence of a missing value in the item.
N = 64; 1 = strongly disagree, 2 = disagree, 3 = neither agree nor disagree, 4 = agree, 5 = strongly agree

By looking at the two tables superficially, one may conclude that the two evaluation perspectives are different, with more respondents admitting that they possessed the Dark Triad traits than their known others do. To test the significance of the two evaluation perspectives, a test on comparison was used. Although paired sample *t*-test is the common approach to analyze the present data, a preliminary analysis on the 64 study cases showed that none of the constructs follows a normal distribution. Therefore, a non-parametric approach was used in the next analysis. In particular, the Wilcoxon Signed Rank Test was used to compare the score for each component of the Dark Triad traits based on the evaluation perspective.

When comparing self-evaluation and other evaluation on narcissism measure, the Wilcoxon Signed Rank Test revealed a statistically significant reduction in narcissism score, $z = -3.946$, $p < 0.000$ with a medium effect size ($r = 0.35$). The median score on narcissism decreased from self-evaluation ($Md = 2.73$) to other evaluation ($Md = 2.046$). Similar results were obtained for psychopathy. Specifically, the Wilcoxon Signed Rank Test revealed a statistically significant reduction in psychopathy score, $z = -4.235$, $p < 0.000$ with a medium effect size ($r = 0.37$). The medium score on psychopathy decreased from self-evaluation ($Md = 2.17$) to other evaluation ($Md = 1.67$). A statistically significant reduction in score was also found in Machiavellianism, $z = -2.823$, $p < 0.005$ with a small effect size ($r = 0.25$). The median score on Machiavellianism decreased from self-evaluation ($Md = 1.80$) to other evaluation ($Md = 1.40$).

DISCUSSION

The main objective of the present study was to examine the evaluation of oneself and others on the Dark Triad traits. Two research questions were proposed, which are: to what extent do employees believe that they possess the Dark Triad traits and to what extent do employees favorably rate themselves possessing less Dark Triad traits compared to their colleagues at work?

As shown in the frequency analysis, employee-respondents in this study believed that they possessed the Dark Triad traits. Of the three traits, they were more likely to report having narcissistic traits than Machiavellianism and psychopathy. A probable reason is the items tapping into narcissism are commonly occurred in workplaces. Wanting others to admire, to pay attention, to expect special favors from others, and to seek prestige and status are desires of many when working with a group of people. Therefore, these characteristics may be seen as normal and admitting it will not have any adverse effect on the respondents.

On the contrary, items tapping into Machiavellianism and psychopathy are more intense. It is speculated that, if it is true, the respondents might not want to disclose that they were on the dark side and be condemned for having those traits. Alternatively, it is also possible that morality and culture play important roles in shaping the respondents' traits. That is, they were not Machiavellists or psychopaths because being these toxic people go against the moral principle and the collectivist culture of Malaysians. Another explanation could be derived from the fact that the respondents rated themselves highly on narcissism. Being a narcissist, a person has an inherent motivation to have others perceive him or her favorably such as being ethical (McShane & Von Glinow, 2018). Admitting or reporting themselves having Machiavellianism and psychopathy traits will make them look unethical. Therefore, the first research question receives quite substantial answer. That is, the employee-respondents in the present study believe that they had narcissistic traits but not so much on the other two Dark Triad traits. Future researchers are encouraged to investigate the influence of morality, ethics, and culture on Dark Triad traits.

The second research question was addressed using the results obtained from the Wilcoxon-Signed Rank Test. Interestingly, it was found that the results did not support the theorizing based on self-enhancement and Social Comparison Theory (Ferstinger, 1954). Although there was statistically significant difference in evaluation perspective, the employee-respondents rated known others more favorably than themselves on Dark Triad traits. The reductions in median scores were significant for all three traits. One justification relates to the fact that the respondents were asked to rate known others. As found in Brown (1986), respondents have the tendency to rate positively when evaluating friends. In the present study, the respondents had known their classmates for two semesters. This duration is long enough for the respondents to befriend their classmates, and, thus, they had the tendency to rate the known others positively. The findings here provide an interesting research avenue for future researchers to investigate the moderating effect of workplace friendship on the relationship between Dark Triad traits and work behaviors.

Implications

This study suggests that when measuring Dark Triad traits using a battery test, respondents are more likely to report their narcissism than Machiavellianism and psychopathy. It also suggests that respondents are less likely to rate their known others negatively. Therefore, the present study supports the utility of self-enhancement principle in explaining why respondents rate themselves having narcissism trait, but does not support the Social Comparison Theory (Ferstinger, 1954). In particular, the utility of the Social Comparison Theory may be visible if researchers look into the effect of evaluating others who are unknown to employees or when taking into account the moderating effects of several variables such as workplace friendship, morality, and culture.

Practically, managers must be aware of the differences in evaluation perspective. In cases of complaints and performance evaluation, for example, managers must make sure that the remarks or points are not distorted by the complainers' or evaluators' Dark Triad traits. This problem can be overcome by giving a series of test to employees to assess their Dark Triad traits, and then to profile the employees, accordingly. Although it is not possible to remove the toxic employees from the workplace, their dark behaviors can be suppressed. Also, encouraging workplace friendship could be helpful in regulating the toxic employees' perception of others in the workplace.

Limitations

The present study has several limitations. First, this study used small sample of 64 cases. Having small sample size limits the chances of using parametric approach, which may results in more powerful test. This limitation can be overcome if the data collection period is prolonged so that more responses can be gathered or if the research is conducted in a large organization with many employees. Despite this limitation, the 64 cases allow the researcher to achieve the objective of the study. That is, the researcher could make sure that random assignment of known others be done and the responses were more reliable compared to having the respondents chose their own persons to be evaluated.

Another limitation relates to assessing Dark Triad traits descriptively. Although this approach meets the objective of the present study, future researchers may further explore the Dark Triad's issue by investigating its relationships to work attitudes and work behaviors using a complex model. In relation to the present study, using descriptive approach is appropriate as it meets the research objective. Furthermore, as the present study is only part of a larger research project, the study is good as it is. In expanding the study on Dark Triad traits, future researchers may take into consideration how Dark Triad traits should be assessed. Should it be assessed from the respondents' perspective or observers' perspective? Both perspectives have merits and demerits, and it is up to future researchers to choose the best possible option that could minimize self-serving biases.

One last limitation relates to the measurement scale used. The present study used the Dirty Dozen (Jonathan & Webster, 2010). Using a 12-item scale will have higher retention rate among respondents, especially when the issue in question is sensitive, but it will not be able to capture a larger domain of the constructs. Alternatively, future researchers may use the Short Dark Triad scale or SD3 developed by Jones and Paulhus (2014). Albeit shorter, this scale has more items compared to the Dirty Dozen.

CONCLUSION

Employees with Dark Triad traits exist in all workplaces. Organizational members will not be able to identify them as their true colors are often hidden behind their charming and charismatic personality. These employees have difficulties in admitting themselves possessing the Dark Triad traits, especially if they are high on Machiavellianism and psychopathy. In addition, their evaluation tends to be inconsistent depending on whether they are evaluating themselves or other persons. By understanding how they evaluate the Dark Triad traits, management can take necessary actions to minimize any adverse effect resulting from the toxic employees' behaviors.

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Employee Engagement in Public Organizations in Malaysia
Penglibatan Pekerja dalam Organisasi Awam di Malaysia

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ABSTRACT

Organizations competing for talent in today's strong job market are increasingly putting their attention to prevent fatigue and burnout and improve employee engagement. However, the challenges are intact and with so many variables that can influence and degrade engagement make it more difficult to determine which factors to be given focus and attention. Employee engagement can give effects to overall organization performance. Lack of understanding towards the influence of employee engagement can cause employers or managers not able to take appropriate and correct actions to improve employee motivation and performance. This paper is written to discuss the factors that influence engagement in the Public organizations in Malaysia. The respondents for this study were those who works in fourteen ministries in Putrajaya. A total of 350 questionnaires were distributed however, only 259 respondents have returned a complete questionnaires in this study. We found that factors such as career development, supervisor and subordinate relationship have a positive and moderate strength relationship with employee engagement. While another factor, work life balance, has a positive but low strength relative to employee engagement. The result suggested that the government has managed its staff career development and this has led to their engagement with their organisations.

Key words: Career Development, Supervisor-Subordinate Relationship, Work Life Balance, Employee Engagement, Public Organizations, Malaysia

ABSTRAK

Organisasi yang bersaing untuk bakat dalam pasaran kerja hari ini semakin diberi perhatian untuk mengelakkan keletihan dan meningkatkan penglibatan pekerja. Walau bagaimanapun, cabaran-cabarannya adalah utuh dan dengan begitu banyak pembolehubah yang boleh mempengaruhi dan menurunkan keterlibatan menjadikannya lebih sukar untuk menentukan faktor-faktor mana yang akan diberikan tumpuan dan perhatian. Penglibatan pekerja boleh memberi kesan kepada prestasi keseluruhan organisasi. Kurangnya pemahaman terhadap pengaruh penglibatan pekerja boleh menyebabkan majikan atau pengurus tidak dapat mengambil tindakan yang sesuai dan tepat untuk meningkatkan motivasi dan prestasi pekerja. Arktikel ini ditulis untuk membincangkan faktor-faktor yang mempengaruhi penglibatan dalam organisasi awam di Malaysia. Responden di dalam kajian ini adalah mereka yang bekerja di empat belas kementerian di Putrajaya. Sebanyak 350 soal selidik telah diedarkan, tetapi hanya 259 responden telah mengembalikan soal selidik lengkap dalam kajian ini. Kami mendapati bahawa faktor-faktor seperti pembangunan kerjaya, penyelia dan hubungan subordinat mempunyai hubungan kekuatan positif dan sederhana dengan penglibatan pekerja. Walaupun faktor lain iaitu keseimbangan kehidupan kerja, mempunyai hubungan yang positif tetapi kekuatan yang rendah terhadap penglibatan pekerja. Hasilnya dari kajian, dicadangkan agar pihak kerajaan menguruskan pembangunan kerjaya kakitangannya dan ini telah membawa kepada penglibatan mereka dengan organisasi.

***Kata kunci**: Pembangunan Kerjaya, Penyelia Hubungan Subordinat, Imbangan Kehidupan Kerja, Penglibatan Pekerja, Organisasi Awam, Malaysia*

INTRODUCTION

Employee engagement is very important. This topic of employee engagement has received a great attention from any organizations in order to retain and improve employee performance (May, Gilson & Harter, 2004; Mayo, 2016). Employee engagement also can be a crucial factor that attracts and retains talents from inside and out of the nation. Lin and Lee Ping (2016) cited from Quah (2014) who stated that one out of two Malaysian employers deemed people issues as the top business challenge, emphasizing on the need for employee engagement in order to propel Malaysia to a high-income status. Other studies from Bates and Weighart (2014) and Richman (2006) suggested that employee engagement can be a powerful organizational lever for increasing employee productivity and improving various organizational performance measures. Literature also suggested that there is a need to clearly understand the antecedents and consequences of employee engagement because a disengaged workforce can be very costly (e.g. MacLeod & Clarke, 2009; Rayton, Dodge & D' Analeze, 2012).

Why employee engagement is important? Almost all organizations today recognise that employee engagement provides their company with a competitive advantage (Anitha, 2014): Rodriguez and Shaw (2014). Additionally, a study by Bersin (2014) found that only 13% of worldwide employees are fully engaged at work. In addition, twice as many are so disengaged that this negative behaviour is spread to other employees (Bersin, 2014). Further, according to Deloitte 2015 report, the issues of "retention and engagement" have become No. 2 to the business leaders, second after the challenge of building global leadership (Schwartz, Bersin & Pelster, 2014).

This study aims to contribute to the on-going debate about the factors which can influence employee engagement in organizations specifically in the Public organizations. Majority of studies on employee engagement were mostly concentrated in Europe and North America and a few from Australia (Mun, Suhaimi, Abdullah, Abdul Rahman & Nik Mat, 2013) while in Malaysia studies were focused within the private organisation, for e.g Johari, Adnan, Yean, Yahya and Isa (2013) and Mun *et al.* (2013). The organization itself and/or the interactions of employees with their organizations create certain expectations – whether implicitly or explicitly – about various aspects of jobs, and the employees expect their organizations to meet those expectations (Robinson, Perryman & Hayday, 2004). Additionally, according to Ahmad and Bakar's (2003) Malaysians have different attitudes and the older they are, there is an opportunity that they will stay longer within the organization. They also suggested that research is needed in the context of Malaysia because there is uncertain business environment in Malaysia. Engagement led to performance of employees, thus it is very important.

In another study, Kaifeng and Marc (2006) stated that higher performance will lead to greater citizen trust in government. Today not only those private sectors need to compete with others, but the public sector also needs to become competitive and challenging. In Malaysia, government has introduced few programs such as the Government Transformation Program (GTP) to focus on how to improve the public services in Malaysia (Government Transformation Programme, 2011). The program provides incentives such as salary increment and good remuneration to ensure public servants are highly competent and motivated. Work motivation will be able to motivated employees in the public sector to do good for others and shape the well-being of society (Perry & Hondeghem, 2008).

Given the importance of keeping employees engaged, it is certainly crucial for every business leader to understand the factors contributing to employee engagement. There are many academic papers have focused on this important topic such as Kahn (1990)'s with the focus on psychological conditions including availability, meaningfulness, and safety, Maslach and Leiter (2001) looked into fairness, value fit between job demands and personal principles, rewards and recognition, and job control, Macey and Schneider (2008) measured personal characteristics, leadership, and work attributes and many more.

A study by Johari *et al.* (2013) determined the influence of human resource management (HRM) such as training and development, financial and non-financial recognition, fringe benefits, and supervisor-subordinate relationship on employee engagement, while Mun *et al.* (2013) studied on the influence of s job autonomy, strategic attention, role benefit and goal setting in private sector in Malaysia as antecedents to employee engagement. This paper discusses the influence of factors such as career development, work-life balance and supervisor-subordinate relationship with employee engagement in the public sectors in Malaysia. These factors were chosen because being in the public organizations, most of the time, people are focused on non monertary rewards in boosting motivation and performance. Additionally, past research also suggest that financial or monetary rewards are not the most motivating factor (Perry *et al.*, 2006). Prior to that, Nelson and Spitzer (2002) stated that although cash rewards are welcomed by employees, managers should never use this as a tool to motivate their employees to improve their performance levels.

This study used Social Exchange Theory (SET), the second mostly used theory to study employee engagement. SDT was formally introduced in the mid-1980s by Deci and Ryan (1985) to examine employee motivational factors. Saks (2006) postulated that engaged employees are likely to share a more trusting and high-quality relationships with their employer, therefore they are more likely report positive attitudes and intentions toward the organization. Additionally, according to Osbourne and Hammoud (2017), the disengagement and personal engagement of employee can be closely related to the SDT based on the reason that an employee's behavioural state is a key driver of motivation to demonstrating behaviour at the professional and personal levels. The study chose factors career development, work-life balance and the relationship between supervisor-subordinate because they are also acknowledged as motivation factors and are suitable to be supported by the underpinning theory in this study.

LITERATURE REVIEW

Employee Engagement

Employee engagement has become a critical aspect of understanding and enhancing not only an individual's performance but also the organization's performance as a whole (e.g: Miller, 2014: Singh, 2015). In the contemporary business world, organizations demand high performance and productivity from every employees compared to a few decades ago (Sahoo & Mishra, 2012)

The meaning of employee engagement actually comes in variety of definitions, Aon Hewitt defines employee engagement as the "state of emotional and intellectual commitment to an organisation or group; the extent to which an organisation 'wins the hearts and minds' of its employees". Schaufeli and Bakker (2004) defined employee engagement as a positive, fulfilling, work-related state of mind that is characterized by vigour (i.e. feeling energetic and resilience at work), dedication (i.e. being proud of and happy about one's work) and absorption (i.e. being totally immersed in one's work).

The concept of engagement as a multi-dimensional construct was first introduced by Khan in 1990. Personal engagement was defined as the harnessing of employees' selves to their work roles where they express themselves physically, cognitively and emotionally during role performances. Bakker, Albrecht and Leiter (2011) stated that engaged employees preserve their own engagement through a process of job crafting and they think that there is a need of organizational interventions to increase work engagement. While according to Balakrishnan, Masthan and Chandra (2013) employee engagement leads to commitment and psychological attachment and reflects in the form of high retention of employees. While, according to Macey and Schneider (2008) employee engagement has an organizational purpose with both psychological and behavioural aspects and it involves energy, enthusiasm and focused effort.

Considerable studies have shown that the existence of a statistical positive relationship between employee engagement and business productivity, profitability, employee retention, safety and customer satisfaction. This notion is also agreed by Musgrove, Ellinger and Ellinger (2014) who stated that organizational productivity is depending on the employees' efforts and engagement.

According to Bakker and Demerouti (2008), there are four reasons why engaged employees perform better than unengaged employees.

i. engaged employees have positive sentiments towards their job
ii. engaged employees are more open to work opportunities and more confident and optimistic
iii. engagement is positively related to employee well-being, leading to better performance
iv. engaged employees work more productively because they have the ability to create their own resources.

Drivers for Employee engagement

Deci and Ryan conducted the most influential study on employee engagement in 1985 (Berens, 2013). Deci and Ryan (1985) expanded on early work by differentiating between intrinsic and extrinsic motivation. Competence, autonomy, and psychological relatedness which are psychological needs, motivate the individual to initiate behavior essential for psychological health and well-being of an individual and if satisfied may lead to optimal function and growth (Deci & Ryan, 1985)

There are many factors that can influence employee engagement. As stated by Robinson *et al.*2004) regardless the fact that drivers of engagement are common to all organizations, the engagement level can vary depending on the demographic and job-related factor. It has depicted on the model, some factors are basic or contractual for the organization (the hygiene factors) such as pay, benefits, health, and safety, whereas others can be compulsory factors which cause employees to go extra mile such as effective communication, leadership, and cooperation. Past research on motivation suggested that May *et al.* (2004) showed that supportive supervisor relations were positively correlated with engagement and their notion is supported by Saks (2006) who also found a positive association of supervisor support and engagement. Anitha (2014) proposed employee engagement factors such as leadership, team, co-worker relationship, training, career development, and compensation. Other an indispensable attribute includes organizational policies, procedures, structures, systems, and workplace wellbeing.

For the purpose of this paper three factors were measured to examine their relationship with employee engagement.

Career Development

According Egan, Upton and Lynham (2006), Career development (CD) has long been cited as a core area associated with human resource development (HRD), which provide learning opportunities that nurture human expertise in organizations (Peterson, 2004). While other literatures have linked that equipping employees with additional or new knowledge and skills or training, is associated with positive organizational outcomes (Bakker & Demerouti, 2007) and employee performance (Bohlander & Snell, 2013). Most employees are interested in learning new skills, knowledge, and approaches in their work, because this keeps their work interesting and fresh (Andrew & Sofian, 2012). Past literature suggested that employee will be satisfied when there is a good career development system and the system is designed by the company for managerial and professional staffs (McCracken, 2002; Rutherford, 2005).

According to Murray (2008), mentoring is also a career development practice which entails helping and supporting people to manage their own learning in order to maximize their potential, develop their skills, improve their performance and become the person they want to be in alignment with organization objective. Benson (2006) in his studies showed that opportunities for advancement and development enhances the retention of employees. However, McKnight, Phillips and Hardgrave (2009) found a negative relationship between opportunities for advancement and development and turnover intentions.

A study by Johari *et al*. (2013) found training and development to be non-significant factor in exerting employee engagement. The result was inconsistent compared to the findings from Chang and Chen (2002) and Keaveney (1995) that showed positive and significant influence of training and development on employees' attitudinal outcomes, such as commitment and motivation. Based on the literature, the paper developed the following hypothesis;

H1: There is a significant relationship between career development and employee engagement among employees in the public sector organizations.

Work-life Balance

Maintaining a balance between work and life is a well-known topic in society as well as a significant concern for individuals and organizations (Aziz, Adkins, Walker & Wuensch, 2010). Hudson (2005) defined work life balance as a satisfactory level of involvement or fit between the multiple roles in a person's life. Work life balance practices enable employees to be effective in both work and personal roles. The more control an employee has on their lives the more able they are to balance work and family. (Lazar, Osoian & Ratiu, 2010).

According to Bilal, Zia-ur-Rehman and Raza (2010). organizational leaders must put effort to ensure that their employees are not given overloads which can interfere their personal lives as this could lead to other issues such as work stress or other medical issues, it is also has the potential to affect morale, low productivity, and decrease job satisfaction. In another study, work-life benefits have been shown to be positively related to work outcomes, such as increased commitment, reduced turnover rate, lowered absenteeism, reduced stress, increased job satisfaction, increased employee engagement, and increased productivity (Darcy et al., 2012). Based on the above literature, we developed the second hypothesis (H2).

H2: There is a positive relationship between work-life balance and employee engagement among employees in the public sector organizations.

Supervisor-Subordinate Relationship

Relationship between supervisor and subordinate explained that co-workers and supervisors who can support each other and mutual respect will lead to confidence and improve the psychological condition of a secure and strong engagement to work (Ariani, 2015). Amicable relations between you and a staff member work well when you are on the same page. A study by Sardar, Abdul Rehman, Yousaf and Aijaz (2011) reported few factors as most important sources for organizations to generate a pool of motivated, competence and high performing employees, and one of them is a good supervisor-subordinate relationship. In addition, a study by Li, Sanders and Frenkel (2012) also stated that the job performances of employees will increase when they are highly supported by their supervisors which led to their willingness to invest in difficult tasks, and engagement

Communication can give a positive implication within the relationship of superior-subordinate, and as stated by Yates (2008) and Welch (2012) who agreed that effective communication between employees and leaders can plays a significant role in employee engagement. This is agreed by Ariani (2015) who pointed that satisfactory upward and downward communication is essential for a successful organization to close the gap between superior and subordinates by increasing the levels of trust, support, and the frequency of their interactions.

There are mixed results for the relationship between supervisor-subordinate and employee engagement. While past researchers such as Wagner and Harter (2006); Swindall (2007) and McPhie (2008) showed that supervisor-subordinate relationship has a strong influence on employee engagement but Johari *et al.* (2013) found supervisor-subordinate relationship had no significant impact on engagement level among employees. Therefore, for this study the hypothesis is suggested as;

H3: There is a positive relationship between supervisor-subordinate relationship and employee engagement among employees in the public sector organizations.

METHODOLOGY

The study was conducted with employees within public organizations in Putrajaya, Malaysia. Putrajaya is chosen because this place is the federal administrative centre and it is the headquarter location for a total of 25 ministries. A total of 350 questionnaires were distributed. The population for this research was selected at random from the 25 ministries, and the questionnaires were distributed using the manual or hand distribution, however, at the end, it was found the research managed to get the employees to participate in this research from fourteen (14) ministry namely Ministry of Education (MOE), Ministry of Health (MOH), Ministry of Prime Minister (JPM), Malaysian Anti-Corruption Commission (MACC), Malaysian Communication and Multimedia Commission (MCMC) and few more. To ensure a more reliable answers from the respondents, the study focused on those who have been served in the public sector for at least 3 years (purposive sampling).

According to Dajani (2015), employee engagement became a very popular managerial construct in which every organizations use different engagement building tools in order to stay competitive and improve performance. As stated earlier, for this paper, 3 predictors to measure employee engagement were used, which are career development, work life balance and supervisor-subordinate relationships.

Instrument

There were two parts to the instrument. The first part is the demographic profile questions and the second part measure the employee engagement and factors career development, work life balance and supervisor-subordinate relationships. All items were rated using a five-point Likert scale (1= unimportant, 5= important).

The employee engagement scale was adapted from previous research by Thomas (2007). It included 10 items. Career development and supervisor-subordinate relationships scale were adapted from previous research Anitha (2014). Career development measured 9 items and supervisor-subordinate relationships has 15 items. Finally, item work life balance was adapted from Susi and Jawaharrani (2011) with 9 items.

RESULTS

This study uses the SEM PLS to analyse the data. Reliability is measured by average variance extracted (AVE), construct reliability (CR) and Cronbach's alpha. Furthermore, Validity is ascertained by construct validity which is checked by convergent validity and discriminant validity. Fornell and Larcker, (1981) presented formula to compute confirmatory factor analysis (CFA) for AVE, CR which ascertained the reliability of the construct.

Frequency Test

The demographic details are listed in Table 1. A total of 259 respondents were participated in this study. Almost equal number of male (52.5%) and female (47.5%) were collected. In this study majority of the respondents' age was in between 30 to 34 years old with 95 people (36.7%). In terms of education qualification, majority hold a diploma with 96 of them or 37.1%. A total of 79 (30.5%) respondents has 9 to 10 years working experiences, 84 of them has been working more than 10 years, which suggested that 62.9% of our respondents has a long working experiences. Other than that, the profile from Table 1, also shown the list of respected ministries that participated in this study. Majority of respondents was from Malaysia Anti-Corruption Commission (MACC) with 32 %, Ministry of Education (MOE) with 26.6%, 13.5% of them from Ministry of Health (MOH) and Prime Minister Department of Malaysia (JPM), and few were collected from other various government departments.

Table 1: Respondent Profile

Descriptive	Frequency	Percentage (%)
Gender		
Male	136	52.5
Female	123	47.5

Age		
18-24years	13	5
25-29 years	67	25.9
30-34 years	95	36.7
35-39 years	54	20.8
40-45 years	15	5.8
45-60 years	15	5.8
Education Level		
SPM	60	23.2
Certificate	29	11.2
Diploma	96	37.1
Bachelor	69	26.6
Master	5	1.9
Ministry		
MACC	83	32.0
MOH	35	13.5
MOE	69	26.6
MCMC	15	5.8
Prime Minister Department	35	13.5
KPWKW	8	3.1
JPN	3	1.2
PDRM	1	0.4
JKM	5	1.9
KDN	2	0.8
MOT	1	0.4
MAMPU	1	0.4
KKLW	1	0.4
Working Years		
3-5 years	47	18.1
6-8 years	49	18.9
9-10 years	79	30.5
More than 10 years	84	32.5

Note: MCMC (Malaysian communications and multimedia), Prime Minister Department (JPM), KPWKW (Ministry of women, family and community development), JPN (Department of Education), PDRM (Royal Malaysia Police), JKM (Department of Health), KDN (Ministry of Home Affairs), MOT (Ministry of technology), MAMPU (Malaysian administrative modernization and management planning unit), KKLW (Ministry of Rural Development), Malaysia Anti-Corruption Comission (MACC) or SPRM

Assessment of Measurement Model

PLS-SEM was selected as the data analysis tool for this study due to fact that, PLS- SEM is one of the causal predictive approach which emphasizes prediction in estimating the research models (Wold, 1982, Hair et al., 2016; Sarstedt et al., 2017). Besides, PLS-SEM model is suitable for complex model (i.e., six or more constructs per model sand more than four indicators per construct).

Additionally, two different type of measurement model were suggested in PLS-SEM namely reflective and formative construct. A reflective construct arises when the indicators serve as representation of the latent variable. In other word, all the indicator are high interchangeable and correlated, thus, removal of any of the indicator would not alter the meaning of the latent variables (Ramayah et al., 2017; Haenlain & Kaplan, 2004; Hulland, 1999). This study used a reflective model because to reflect the construct that we were using. In the measurement model, convergent and discriminant validity were assessed. Convergent validity was ascertained by examining the loadings, average variance extracted (AVE) and also the composite reliability (Hair, Hult, Ringle, Sarstedt & Thiele, 2017). Among that, four items (i.e., CD3, WLB2, and WLB3) were deleted due to low loading. According to Henseler, Ringle and Sinkovics (2009), it makes sense to eliminate an indicator if the deletion makes substantial increase of AVE and CR. Based on Table 2, it can be depicted that all variables are reliable with CA were higher than 0.7 while AVE were above 0.50 as recommended by (Hair et al. 2014). (see Table 2)

Table 2: Measurement Model

Constructs	Items	Outer Loading	Cronbach's Alpha	CR	AVE
Employee Engagement	EE1	0.776	0.883	0.909	0.589
	EE2	0.81			
	EE3	0.806			
	EE4	0.782			
	EE5	0.72			
	EE6	0.707			
	EE7	0.766			
Career Development	CD1	0.744	0.735	0.833	0.556
	CD2	0.726			
	CD3		Deleted		
	CD4	0.738			
	CD5	0.757			
Work Life Balance	WLB1	Deleted	0.703	0.813	0.523
	WLB2		Deleted		
	WLB3		Deleted		
	WLB4	0.617			
	WLB5	0.708			
	WLB6	0.702			
	WLB7	0.692			
Supervisor-Subordinate Relationships	SSR1	0.815	0.929	0.942	0.67
	SSR2	0.871			

	SSR3	0.856
	SSR4	0.782
	SSR5	0.817
	SSR6	0.778
	SSR7	0.798
	SSR8	0.826

Note: CR(Composite Reliability), AVE (Average Variance Extracted); CD3,WLB1,WLB2 and WLB3 deleted due to loading <0.4.

According Ramayah, Cheah, Chuah, Ting and Memon (2018) discriminant validity is used to assess the degree to which items were distinct among constructs. The discriminant validity of the constructs for this study were assessed using Fornell and Larcker's (1981) method. Fornell and Larcker's (1981) stated that discriminant validity exists if the shared variances between a pair of variables are all less than the AVE for that variable. Refer to Table 3, our result showed that the square root of the AVEs on the off-diagonals were higher compared to others.

Table 3: Square Root of The AVEs

	1	2	3	4
Career Development	**0.745**			
Employee Engagement	0.606	**0.768**		
Supervision Subordinate Relationship	0.325	0.614	**0.818**	
Work Life Balance	0.361	0.541	0.549	**0.723**

Structural Model

In the initial step, it is crucial to check on lateral collinearity issue before assessing the structural model. Table 4 presents that all the VIF values were range between 1.177 to 1.480 (<3.33) (Hair, Hult, Ringle and Sarstedt,2014), which indicates multicollinearity was no issue in this study. By using bootstrapping resampling technique, career development (β=0.417, $p<0.01$), supervisor-subordinate relationship (β=0.378, $p<0.01$) and work life balance (β=0.182, $p<0.01$) were positively related to employee engagement.

R2 represent the coefficient of determination – indicates the variance explained in each of the endogenous construct (Hair et al., 2017). The assessment of R2 indicate as a measure of the model's predictive accuracy which ranges from 0 to 1, with higher levels indicting more predictive accuracy. As a rough rule of thumb, the R2 values of 0.75, 0.50, and 0.25 can be considered substantial, moderate, and weak (Henseler et al. 2009; Hair et al. 2011). This research has R^2 value (=0.584) which greater than 0.35 as suggested by Cohen (1988) indicating a substantial model. This suggest that it can be concluded 58.4% of the variance in employee engagement is explained by career development, supervisor-subordinate relationship and work life balance.

Table 4: Structural Model

Path	Std. Beta	Std. Deviation	t-value	p-value	VIF	f^2

CD-> EE	0.417	0.047	8.822**	0.000	1.181	0.354
SSR -> EE	0.378	0.048	7.813**	0.000	1.471	0.234
WLB -> EE	0.182	0.052	3.472**	0.000	1.513	0.053

*Note: **p<0.01; CD (Career Development), SSR (Supervisor-subordinate relationship), WLB (Work life balance), EE (Employee Engagement)*

To measure the magnitude of the effect size we used Cohen's (1988) guideline which is 0.02, 0.15, and 0.35, representing small, medium, and large effects respectively. Looking at the f^2 values in Table 4 showing that career development (f^2= 0.354) represents a large effect size, supervisor-subordinate relationship (f^2=0.234) indicates a medium effect size whereas work life balance (f^2=0.053) shows a small effect size with employee engagement.

Lastly, predictive relevance of the model is tested using the blindfolding procedure. If the Q^2 value is larger than 0 the model signifies predictive relevance (Hair *et al.*, 2014; Fornell & Cha, 1994). Similarly, the Q^2= 0.321 (>0) suggesting that the model has sufficient predictive relevance.

DISCUSSION

Malaysia aims to be a developed and high performing nation. Based on the results from this study, it is hoped that more steps can be taken to improve employee engagement in the public sectors. The objective of this paper was to examine the influence of factors such as career development, work-life balance and supervisor-subordinate relationship with employee engagement in the public sectors in Malaysia. The results shown that career development has (f^2= 0.354) represents a large effect size with employee engagement. This finding is similar to the research by Liyanage and Gamage (2017) who studied the employee engagement among the Gen Y in the private sectors in Sri Lanka. We assumed our findings is similar because according Table 1, only 23.1% of our respondents came from the Gen X. However, our result was inconsistent with Johari *et al.* (2013) where according to them, training and development was nonsignificant factor in exerting employee engagement. They studied on the influences of HRM practices on employee engagement among the employees in the manufacturing firms in Malaysia.

Past researchers such as Wagner and Harter (2006), Swindall (2007) and McPhie (2008) suggested that supervisor-subordinate relationship has a strong influence on employee engagement. In our study, supervisor-subordinate relationship shown (f^2=0.234) which indicated a medium effect size with employee engagement. Thus, it is assumed that despite the substantial role of the leaders and supervisors in monitoring employees' work attitude and performance, the result proved that the supervisors have a medium effect only in influencing subordinates' level of engagement at work. This is actually not really good as it demonstrated that supervisor-subordinate relationships are not strong and viable teams. Our findings also inconsistent with Johari *et al.* (2013) where, in their studies, they indicated that supervisor-subordinate relationship had no significant impact on engagement level among the manufacturing employees in Malaysia. Again, our result is consistent with Liyanage and Gamage (2017) who found that the item was significant predictor to the employee engagement of Generation Y in a private company in Sri Lanka.

Employees are key assets to any organisation therefore, it is important for leaders or management to provide the right space and time to make a perfect blend of work and fun at workplace. The result of this study depicted that work life balance (f^2=0.053) shown a small effect size to employee engagement. It can be assumed that work life balance contributed the least to employee engagement, which we can assume, there was no issue with work life balance. This may be due to the situation that employees in the public organization rarely have to work for additional hours due to the high work volume, which can cause to negative impact on their work life balance. However, it is believed that if the leaders can change the work schedules to be more flexible, to ensure employees especially with small kids can attend their family matters, the engagement will increase.

CONCLUSION

With the complexities and stringent regulations in many organizations today, employee engagement will continue to challenge organizations in the future (Mishra, Boynton & Mishra, 2014). This study found that career development, supervisor and subordinate relationship and work life balance can influence the employee engagement among the employee in the Public organizations in Malaysia. The findings thus add knowledge for leaders in public organization to implement some of the strategies that can help improve employee engagement. Improving employee engagement strategies is important to promote organization's competitive advantage, while disengaged employees can have a significant impact on an organization's profit, ability to retain skilled employees, and employee citizenship (Berens, 2013).

Johari *et al*. (2013) based on their studies among the operational workers in manufacturing companies found that training and development and supervisor and subordinate relationship were not significant with employee engagement. However, in our study, which involved employees in Public organization, there are relationship between career development and supervisor and subordinate relationship with employee engagement. This suggest that, the nature of business or organization do give impact on the factors to influence employee engagement.

The findings of this study have managed to provide theoretical as well practical ramifications. this study has given additional empirical evidence in the growing body of literature on employee engagement and SET from the Malaysian perspective. Based on the result, it can be proposed that leaders in the public organizations to consider factor such as on-the-job development and career enhancing skills for employees through training and development, as it acknowledged as one of the most important factors in employee motivation as well as employee engagement (Keaveney, 1995).

This study has also paved several directions for future research. First, the future research should extend the sample to a bigger population. Second, it is a need to conduct a study on Gen Y and Gen X separately. This is because, there are mixed result based on the past research on the factors influencing engagement. For example, some research suggests that business leaders should engage younger workers using monetary compensation, as these workers left their organizations for lack of monetary compensation even when the occupation is consistent with their needs and desires (Butler, Brennan-Ing, Wardamasky & Ashley, 2014). Millennial are not willing to make personal sacrifices for a career and are less loyal to their organizations (Festing & Schäfer, 2014). Baby Boomers are less prone for monetary reward and more to processes and loyalty to their organization (Saber, 2013). However, in another researches, it was stated that Gen Y employees are not materialistic. Instead, they value other aspects at the workplace or they equivalently require other aspects along with extrinsic rewards. Indeed, there is anecdotal information which places an emphasis on providing freedom work values for the generation-Y workforce in order to retain them and manage their attitudes successfully (Eisner, 2005; Gordon, 2010).

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Kecenderungan Pelajar Asnaf Menceburi Bidang Keusahawanan: KUIS

The Tendency of Asnaf Student Toward Entrepreneurship: KUIS

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ABSTRAK

Dalam situasi semasa, tidak semua pelajar asnaf yang berjaya direkrut menjadi usahawan walaupun ada di kalangan mereka ini mengambil jurusan yang berkaitan dengan bidang perniagaan dan keusahawanan. Justeru objektif kajian ini adalah untuk mengkaji faktor-faktor yang mempengaruhi kecenderungan pelajar-pelajar asnaf untuk menceburi bidang keusahawanan. Kajian ini adalah kajian kuantitatif di mana data-data yang diperlukan diperolehi melalui edaran borang soal selidik kepada 215 orang pelajar asnaf KUIS, dan hanya 196 borang soal selidik yang telah dikembalikan dengan lengkap. Data telah dianalisa menggunakan perisian *Statistical Package for Social Science* (SPSS) versi 20.0 dengan menggunakan kaedah deskriptif, korelasi dan regresi. Terdapat tiga faktor yang difokuskan dalam kajian ini iaitu faktor minat, pendidikan, dan bantuan dan sokongan Lembaga Zakat. Dapatan kajian menunjukkan bahawa kesemua faktor yang dikaji mempunyai hubungan yang signifikan positif terhadap kecenderungan pelajar asnaf KUIS dalam menceburi bidang keusahawanan. Namun faktor minat merupakan faktor paling mempengaruhi pelajar asnaf menceburi dunia keusahawanan. Justeru, pelbagai pihak terutamanya Insititut Pendidikan Tinggi Awam (IPTA) dan Institut Pendidikan Tinggi Swasta (IPTS) boleh menyediakan pelbagai program untuk memupuk minat dalam kalangan pelajar khususnya golongan asnaf untuk menceburi bidang keusahawanan selepas mereka bergraduasi kelak. Ini memandangkan bidang ini mampu membantu golongan asnaf keluar daripada status “asnaf” dan akhirnya menjadi pembayar zakat yang akan memberi manfaat kepada Lembaga Zakat khususnya dan masyarakat Islam umumnya.

Kata Kunci: Pelajar, Asnaf, Kecenderungan, Keusahawanan, KUIS

ABSTRACT

In the current situation, not all successful asnaf students have been recruited as entrepreneurs although some of them have majors involved in business and entrepreneurship. The purpose of this paper is to examine the factors that affect the likelihood of the asnaf students to venture into the world of entrepreneurship. This study is a quantitative study in which the required data is obtained through the distribution of questionnaires to 215 asnaf students in KUIS, and only 196 completed questionnaires have been returned. The data were analyzed using the Statistical Package for Social Science (SPSS) version 20.0 using descriptive, correlation and regression methods. There are three factors that are focused on this study, namely the interest, education, and the support of the Zakat Board. The results showed that all factors studied have a positive significant relationship with the likelihood of the asnaf students in venturing into the world of entrepreneurship. However, interest factor is the most influential factor affecting asnaf students in entrepreneurship. Hence, various parties, especially Public Higher Education Institutions (IPTAs) and Private Higher Education Institutions (IPTS) can provide various programs to foster interest among students, especially asnaf students to venture into entrepreneurship after graduation. This is because this field can help the asnaf out of the "asnaf" status and eventually become the payer of zakat which will benefit to the Board of Zakat dan Muslim society.

***Key words**: Student, Asnaf, Tendency, Entrepreneurship, KUIS*

PENDAHULUAN

Ditinjau dari sudut sejarah, aktiviti keusahawanan telah berkembang menjadi suatu bidang kerjaya yang penting dalam pembangunan masyarakat dan ekonomi negara sejak penubuhan Dasar Ekonomi Negara (DEB) pada tahun 1971 yang bertujuan untuk membasmi kemiskinan dan menyusun semula serta mewujudkan keseimbangan ekonomi antara kaum (Sarimah Hanim Aman Shah dan Cecilia Soon Teik Lan (2013). Manakala Ab. Aziz (2010), dan Kuratko dan Hodgets (2004) menyatakan golongan usahawan adalah sebahagian daripada anggota masyarakat yang memainkan peranan penting dalam pembangunan masyarakat dan usahawan juga merupakan agen yang membawa perubahan dalam ekonomi dunia.

Selain itu, tujuan yang paling penting daripada sebuah pembangunan adalah untuk mengurangkan kadar kemiskinan. Ini kerana kemiskinan adalah masalah utama yang boleh memundurkan sesebuah negara. Kemiskinan ini sering dikaitkan dengan golongan asnaf yang mana mereka bergantung dengan bantuan dana zakat yang diagihkan oleh Institusi Lembaga Zakat yang wujud di setiap negeri-negeri di Malaysia. Malah pandangan dari sudut agama pula, Mahmood Zuhdi Abdul Majid (2003) menyatakan bahawa agama Islam tidak melihat isu kemiskinan sebagai sesuatu yang yang remeh dan dipandang ringan tetapi ia dilihat sebagai fokus utama atau objektif pengagihan zakat bagi membantu pihak-pihak yang memerlukan dan juga sebagai usaha memperkukuhkan jaminan sosial mereka.

Dalam senario di Selangor, Lembaga Zakat Selangor telah memberikan bantuan sara hidup bulanan, pembangunan pendidikan, pembiayaan untuk pembangunan ekonomi dan sosial, pembangunan insan dan sebagainya untuk golongan lapan asnaf yang berkaitan.

Jika dirujuk Jadual 1 di bawah, Majlis Agama Islam Selangor (MAIS) melalui Lembaga Zakat Selangor (LZS) telah mengagihkan wang zakat kepada golongan yang layak di Selangor sebanyak RM697.5 juta pada tahun 2016 berbanding RM676.0 juta pada tahun sebelumnya (2015). Jumlah pengagihan ini dilihat meningkat sebanyak 3.2 Peratus dengan perbezaan sebanyak RM21.4 Juta. Ia berikutan inisiatif Zakat Selangor pada tahun 2016 yang mengemas kini bantuan zakat mengikut keutamaan berdasarkan maqasid syariah. Pendekatan agihan zakat ini adalah menyenaraikan bantuan zakat mengikut keperluan dharuriyat (bantuan utama), hajiyyat (bantuan sekunder) dan tahsiniyat (bantuan pilihan).

Jadual 1: Pecahan Pengagihan Zakat Mengikut Asnaf adalah seperti berikut

BIL	**ASNAF**	**RM (JUTA)**		**PERATUS PENINGKATAN (%)**
		2016	**2015**	
1	FAKIR	98,166,832.90	**98.2 JUTA**	14.07
2	MISKIN	200,509,311.30	**200.5 JUTA**	28.75
3	AMIL	84,217,035.24	**84.2 JUTA**	12.07
4	MUALLAF	60,924,009.23	**60.9 JUTA**	8.73
5	FISABILILLAH	150,174,800.30	**150.2 JUTA**	21.53
6	GHARIMIN	72,864,046.78	**72.9 JUTA**	10.45
7	IBNU SABIL	206,361.89	**0.2 JUTA**	0.03
8	RIQAB	30,431,614.18	**30.4 JUTA**	4.36
JUMLAH KESELURUHAN AGIHAN ZAKAT 2016		**697,494,011.32**	**697.5 JUTA**	**100.0**

Sumber: Portal Rasmi Lembaga Zakat Selangor (http://www.zakatselangor.com.my)

Selain itu bilangan asnaf fakir yang menerima bantuan pada tahun 2016 ialah seramai 13,522 keluarga. Manakala bagi asnaf miskin adalah seramai 32,978 keluarga. Oleh itu, jumlah keseluruhan fakir dan miskin yang menerima bantuan LZS pada tahun 2016 adalah seramai 46,500 keluarga iaitu peningkatan sebanyak 2,207 keluarga berbanding tahun 2015. Selain itu, Lembaga Zakat Selangor (LZS) telah memperuntutkan sebanyak RM8,295,296 biasiswa pelajaran kepada Asnaf fakir pada tahun 2016 berbanding RM4,291755 pada tahun 2015 dan sebanyak RM23,115,999 biasiswa pelajaran kepada asnaf miskin berbanding RM9,191,722 pada tahun 2015 (Laporan Pengurusan Zakat Selangor 2016). Ini satu peningkatan yang bergitu besar dan ketara.

Bermula pada tahun 2016 juga, LZS turut berhadapan dengan pertambahan penerima zakat. Antara faktor utama pertambahan ini adalah adalah:

a) peningkatan kos sara hidup yang memberikan kesan kepada masyarakat terutama dalam kalangan B40 iaitu isi rumah berpendapatan 40 peratus terendah (pendapatan RM3,855 ke bawah),
b) Penghijrahan warga negeri lain ke Selangor untuk mencari rezeki,
c) Kehilangan pekerjaan akibat dari syarikat-syarikat yang ingin menurunkun kos operasi.

Melalui pengagihan zakat, beban kesusahan keluarga asnaf ini dapat dikurangkan dan mereka dapat meneruskan kehidupan mereka dengan lebih baik. Dan anak-anak mereka juga dapat melanjutkan pelajaran ke menara gading tanpa ketinggalan sebagaimana anak-anak daripada keluarga yang berkemampuan. Namun sampaikah bila golongan asnaf ini perlu terus menerima bantuan zakat dan dibelengu dengan kemiskinan tanpa berbuat apa-apa yang mampu mengubah nasib mereka? Selain itu di pihak Lembaga Zakat Selangor pula mereka memerlukan sebanyak RM826 juta untuk menampung keperluan asnaf pada tahun 2016. Manakala pada tahun 2017 pula jumlah yang diunjurkan adalah sebanyak RM1.019 billion. Ia menjangkau kemampuan kutipan Lembaga Zakat Selangor pada masa ini. Justeru Lembaga Zakat Selangor mengharapkan pelbagai latihan dan program-program yang mereka laksanakan dapat mengubah cara hidup golongan asnaf ini supaya menjadi lebih baik. Tiga bidang utama yang menjadi asas kepada pembangunan asnaf fakir dan miskin yang telah menjadi fokus LZS ialah pendidikan, latihan dan pembangunan ekonomi, bermula daripada ibu bapa hinggalah kepada anak-anak mereka. Antara program yang dibentuk dalam Pembangunan Ekonomi Asnaf adalah melalui bantuan perniagaan yang mana dapat memberi peluang golongan asnaf untuk menjalankan perniagaaan yang juga berkemungkinan dapat mengeluarkan mereka daripada kelompok kemiskinan. Sebagai contoh pada tahun 2016 seramai 175 orang penerima bantuan modal perniagaan di bawah pemantauan Teraju Ekonomi Asnaf (TERAS) Zakat telah berjaya keluar dari kategori asnaf (Portal Rasmi Lembaga Zakat Selangor 2017).

Selain itu menurut Azman et al. (2016) dalam memastikan golongan asnaf ini tidak hanya menjadi penerima zakat tetapi mampu menjadi pembayar zakat mereka ini perlulah menguasai ilmu-ilmu keusahawanan, diberikan kemahiran dan pendidikan keusahawanan untuk membolehkan mereka ini terlibat dalam bidang keusahawanan dan membangunkan ekonomi mereka. Selain itu ilmu keusahawanan perlu diterapkan dalam kalangan pelajar-pelajar asnaf kerana ia adalah antara pekerjaan yang menjadi tumpuan masyarakat pada zaman ini dan juga untuk suatu anjakan paradigma yang boleh membawa perubahan dalam kehidupan mereka supaya menjadi lebih stabil dari segi kewangan serta supaya mereka dapat menjalani kehidupan yang lebih baik dan selesa di masa depan. Malah menurut Salmianti Mutalib (2013) penglibatan pelajar dalam bidang keusahawanan di peringkat pengajian adalah perlu sebagai satu proses pendedahan untuk menerapkan ciri-ciri, budaya dan minat keusahawanan dalam diri pelajar. Ini bertujuan sebagai persediaan mereka selepas menamatkan pengajian untuk menceburi bidang keusahawanan, selain dapat menambah kompetensi diri dalam menghadapi persaingan modal insan yang semakin mencabar.

Walaubagaimanapun, dalam situasi semasa, tidak semua golongan asnaf yang berjaya direkrut menjadi usahawan, hal ini kerana terdapat beberapa pemasalahan dan cabaran yang berpunca daripada dua faktor iaitu, pertamanya daripada diri usahawan asnaf itu sendiri iaitu dari segi bakat dan sikap, kurang motivasi diri serta penjanaan idea perniagaan, mentaliti, persaingan, kekurangan pendidikan, pinjaman yang tidak dibayar balik dan daya tahan usahawan asnaf itu sendiri dan keduanya adalah Institusi zakat dalam konteks kekurangan kakitangan, kekurangan kepakaran serta kekurangan pemantauan yang boleh mengagalkan usaha pembentukkan seorang usahawan asnaf yang berjaya. (Azman Ab Rahman et al. 2014, Azman Ab Rahman et al. 2016, dan http://www.zakatselangor.com.my)

Justeru, masalah dari segi pembentukkan diri seorang asnaf dapat diatasi jika dimulakan sejak kecil atau sejak diperingkat sekolah atau pengajian tinggi lagi agar minat dan bakat mereka untuk melibatkan diri dalam bidang keusahawanan dapat disemai dalam diri mereka (Norasmah, 2002). Sektor pendidikan mampu menjadi alternatif atau alat yang dapat membantu dalam menyelesaikan masalah ini. Penerapan nilai dan sifat keusahawanan dalam jiwa setiap pelajar asnaf itu penting agar tidak timbul lagi masalah kekurangan pendidikan atau ilmu keusahawanan yang boleh menggagalkan usaha seseorang untuk menjalankan perniagaan. Malah, pengetahuan mengenai bidang ini perlu diterapkan sejak kecil supaya dapat membentuk minat, keyakinan serta penjanaan idea untuk menghasilkan produk atau perkhidmatan yang lebih baik seiring dengan kemajuan dunia dan teknologi.

Melalui isu-isu dan pemasalahan-pemasalahan yang telah dibincangkan, kajian ini dijalankan untuk memenuhi dua objektif di bawah:

1. Mengenalpasti hubungan antara faktor minat, pendidikan dan bantuan dan sokongan Lembaga Zakat Selangor (LZS) dengan kecenderungan pelajar-pelajar asnaf dalam menceburi dunia keusahawanan.
2. Mengenalpasti faktor dominan yang mempengaruhi kecenderungan pelajar- pelajar asnaf dalam menceburi dunia keusahawanan.

Penulis berharap hasil daripada kajian ini akan membantu merangsang minat para pelajar asnaf untuk menceburi bidang keusahawanan selepas mereka bergraduasi sebagai satu strategi untuk mereka keluar daripada taraf asnaf fakir dan miskin. Selain itu hasil kajian ini dapat membantu pihak universiti atau institusi untuk menjalankan program-program yang lebih berkonsepkan keusahawanan agar pelajar mendapat pendedahan yang lebih luas mengenai ilmu keusahawanan.

Bahkan, Lembaga Zakat terutamanya LZS dapat memahami dengan lebih mendalam apakah antara faktor-faktor yang boleh mempengaruhi pelajar-pelajar asnaf untuk menjadi seorang usahawan? Dengan itu, pihak Lembaga Zakat dapat menyediakan bantuan dari segi program yang bersesuaian dan bentuk-bentuk bantuan perniagaan juga boleh divariasikan lagi mengikut keperluan semasa.

Skop Kajian

Fokus kajian ini hanya melibatkan pelajar–pelajar asnaf di Kolej Universiti Islam Antarabangsa Selangor (KUIS). Ini memandangkan KUIS adalah anak syarikat Majlis Agama Islam Selangor (MAIS) yang mana pelajar-pelajar asnaf yang datangnya daripada negeri ini mendapat pembiayaan biasiswa pelajaran daripada Lembaga Zakat Selangor (LZS). Keseluruhannya, jumlah pelajar asnaf dalam pelbagai bidang pengajian dan tahap di KUIS bagi tahun 2016 adalah 415 orang yang terdiri daripada pelajar asasi seramai 38 orang, pelajar Diploma seramai 238 orang dan pelajar tahap Ijazah Sarjana Muda sebanyak 139 orang. Selain itu kajian ini hanya fokus kepada tiga faktor sahaja iaitu minat, pendidikan dan sokongan dan bantuan Lembaga Zakat Selangor (LZS) yang dijangkakan mempengaruhi kecenderungan pelajar-pelajar Asnaf KUIS ini menceburi bidang keusahawanan.

TINJAUAN LITERATUR

Menurut Yahaya Ibrahim (2014) secara umumnya, usahawan merujuk kepada individu yang berjaya menubuhkan atau menguruskan sesuatu jenis perniagaan atau perusahaan. Matlamat utama usahawan adalah untuk mencapai kejayaan atau keuntungan untuk dirinya dan menyumbang kepada kemakmuran masyarakat sekeliling dan juga negara. Manakala, Zimmerer dan Scarborough (2008) pula mendefinisikan usahawan sebagai seorang yang mencipta satu usaha niaga yang baru dengan tujuan untuk mendapatkan keuntungan dan memperkembangkan perniagaan dengan mengenalpasti dan memanfaatkan peluang-peluang perniagaan menggunakan sumber-sumber yang tertentu. Pengkaji dapati definisi Yahaya Ibrahim (2014) dan Zimmerer dan Scarborough (2008) ini adalah selari. Sebaliknya, Mohd Rosli (2013) yang menyatakan usahawan juga adalah seorang pengurus yang menerajui perniagaannya dan dapat menuntut hak keempunyaan ke atas perniagaan tersebut, oleh itu ia menanggung risiko perniagaan. Istilah usahawan ini telah diperincikan lagi oleh Farahwahida et. al (2015) yang menghuraikan istilah usahawan itu terbit daripada perkataan ‘usaha’ yang bermaksud daya usaha, ikhtiar, kegiatan, dan perkara-perkara untuk melaksanakan sesuatu pekerjaan.

Selain itu, menurut Nor Aishah Buang (2002) bidang keusahawanan menjadi tumpuan kerjaya orang ramai di Malaysia kerana pekerjaan ini mempunyai daya tarikan yang tersendiri. Daya tarikan ini boleh dibahagikan kepada tiga iaitu keuntungan, kebebasan dan kepuasan cara hidup.

Dari sudut Islam, Keusahawanan adalah salah satu bidang perkerjaan yang amat digalakkan di dalam Islam kerana selain faktor pendapatan dan keuntungan, ia sebenarnya juga turut menekankan aspek kebajikan serta sumbangannya kepada keperluan dan kemaslahatan ummah (Mohd Zain Mubarak 2016). Pengkaji dapati pandangan Mohd Zain Mubarak (2016) ini selari dengan Ab. Aziz Yusof (2010) yang menyatakan bahawa kerjaya usahawan mulia disisi agama bukan semata- mata kerana kerja yang dilakukan itu memberi kebaikan kepada orang malah ia disebabkan oleh ciri-ciri dan sikap yang dimiliki oleh usahawan. Antara sifat- sifat tersebut adalah berani mencuba, penetapan matlamat yang jelas, berdaya inovatif, cekal, yakin diri dan bertanggungjawab.

Seterusnya kita lihat pula definisi asnaf. Menurut Kamus Dewan Bahasa dan Pustaka Edisi Keempat, asnaf adalah golongan yang berhak menerima zakat. Dana disumbangkan kepada individu Islam yang terbahagi kepada lapan golongan, ia diagihkan dengan kadar tertentu dan juga disalurkan untuk kemudahan institusi pelajaran dan sebagainya.
Firman Allah S.W.T :

> *"Sesungguhnya sedekah-sedekah (zakat) itu hanyalah untuk orang-orang fakir, dan orang-orang miskin, dan amil-amil yang mengurusnya, dan orang-orang mu'allaf yang dijinakkan hatinya, dan untuk hamba-hamba yang hendak memerdekakan dirinya, dan orang-orang yang berhutang, dan untuk (dibelanjakan pada) jalan Allah, dan orang-orang musafir (yang keputusan) dalam perjalanan". (Ketetapan hukum yang demikian itu ialah) sebagai satu ketetapan (yang datangnya) dari Allah. Dan (Ingatlah) Allah Maha Mengetahui, lagi Maha Bijaksana."*
>
> *(Al-Qur'an, Surah At-Taubah 9:60)*

Surah At- Taubah ayat 60, menjelaskan jenis-jenis asnaf yang terbahagi kepada lapan golongan yang layak menerima agihan zakat. Lapan golongan ini diperincikan oleh Nik Mustapha Nik Hassan (2001) seperti Asnaf *Fakir dan* Asnaf *Miskin,* Asnaf *amil*, Asnaf *Muallaf*, Asnaf *al-Riqab*, Asnaf *al- Gharimin*, Asnaf *Fisabilillah*, dan Asnaf *Ibnussabil.*

Menurut Muhamed Izam (2010), pengagihan dana zakat pada masa kini telah disediakan dalam pelbagai bentuk agihan. Selain daripada menyediakan pelbagai program dan bantuan kepada keluarga-keluarga asnaf, pihak Lembaga Zakat juga memberi bantuan pendidikan kepada anak-anak asnaf bagi memudahkan mereka mengikuti pelajaran seperti kanak- kanak yang lain. Sejak penubuhan Lembaga Zakat pada tahun 1994, aspek pendidikan menjadi satu keutamaan kerana salah satu cara untuk membawa perubahan kepada keluarga asnaf ialah menerusi pendidikan. Kemiskinan tidak seharusnya diwarisi oleh golongan fakir miskin maka dengan itu, pendidikan adalah satu senjata bagi mengatasinya.

Melalui kajian-kajian lepas pengkaji mendapati terdapat beberapa faktor- faktor yang mendorong pelajar- pelajar asnaf melibatkan diri dalam dunia keusahawanan seperti di bawah:

1. Faktor Minat

Menyemai minat dan melatih pelajar dalam bidang keusahawanan amat penting dilakukan dari peringkat awal dan ia telah dibuktikan melalui banyak kajian lepas dan teori-teori serta model keusahawanan yang menunjukkan bahawa pendedahan ilmu keusahawanan dari bangku sekolah lagi memberikan impak atau kejayaan dalam pembudayaan keusahawanan dalam kalangan pelajar

(Norasmah Hj, Othman et.al , 2007). Sebagai contoh kajian Adam, Abdul Razak dan Abu Bakar (2011) mendapati bahawa semua pelajar semester akhir di Kolej Komuniti Jasin, Melaka menunjukkan kecenderungan yang tinggi terhadap bidang keusahawanan. Pelajar berminat untuk memulakan perniagaan sekiranya diberi peluang dan sumber yang diperlukan. Pelajar juga didapati mempunyai sumber dorongan yang tinggi terhadap keusahawanan.

Seterusnya, menurut pandangan Hisrich et al. (2008), proses keusahawanan bermula dengan keinginan serta diikuti dengan pengenalpastian dan penilaian peluang sehingga tempoh masa tertentu untuk membuat keputusan menceburi bidang kerjaya ini. Manakala menurut Ab. Aziz dan Zakaria Yusof (2004) perkara utama yang perlu ada dalam diri seorang usahawan adalah kemampuan dan kesungguhan dalam mencapai matlamat yang telah ditetapkan. Dengan ini, ia menunjukkan faktor minat akan mempengaruhi kesungguhan seorang usahawan untuk mencapai matlamat perniagaan yang telah ditetapkan. Yusof Boon dan Sapiah Bohari (2005) pula, menyatakan bahawa minat atau kesukaan terhadap sesuatu perkara akan mendorong seseorang pelajar untuk meneroka dengan lebih jauh dan minat tersebut perlu ditanam dalam diri setiap pelajar. Semakin tinggi minat seseorang dalam sesuatu perkara, semakin tinggi semangatnya bagi mencari jalan untuk mengukuhkan minatnya tetapi jika pelajar tersebut tidak berminat akan perkara tersebut, maka keupayaan atau kesungguhan untuk memperolehi maklumat akan menjadi lemah dan kurang daya usaha. Pengkaji dapati Hisrich et al. (2008), Ab Aziz dan Zakaria Yusuf (2004) dan Yusof Boon dan Sapiah Bohari (2005) ini menunjukkan dapatan yang sama iaitu faktor minat sangat mempengaruhi seseorang pelajar itu untuk menceburi bidang keusahawanan.

Selain itu, pembentukkan minat dalam diri pelajar asnaf boleh juga dipengaruhi oleh faktor lain seperti latar belakang keluarga dan rakan sebaya. Karier keusahawanan seseorang dipengaruhi oleh latar belakang pekerjaan ibubapa yang mana jika seseorang mempunyai ibu atau bapa yang bekerja sebagai usahawan akan menjadikan atau menimbulkan minat dalam diri anak mereka untuk menjadi seperti ibu bapa mereka (Hisrich et al 2008). Ibu dan bapa menjadi salah satu elemen penting yang dapat menimbulkan minat dalam diri anak-anak mereka supaya menjadi seorang usahawan yang berjaya. Kebiasaanya, anak-anak akan mengikut jejak ahli keluarga mereka yang berjaya dan cenderung untuk belajar dan bekerja seperti individu tersebut.

Seterusnya Aziz dan Zakaria (2004) menjelaskan lagi, faktor minat memainkan peranan yang penting dalam pembentukkan seorang usahawan yang berjaya. Seseorang itu tidak dilahirkan sebagai seorang usahawan dan ciri-ciri keusahawanan itu tidak boleh diwarisi. Seseorang itu boleh menjadi usahawan apabila mereka melalui sendiri proses-proses dalam pembangunan atau pembentukkan usahawan. Dan yang paling utama, untuk menjadi usahawan, seseorang itu memerlukan minat dan kemahiran dalam bidang yang hendak diceburi. Oleh itu, sesiapa pun boleh menjadi seorang usahawan akan tetapi, untuk menjadi seorang usahawan yang berjaya dalam perniagaannya, haruslah mempunyai minat yang mendalam agar kesungguhan untuk memajukan perniagaannya itu dapat ditingkatkan dan tidak berputus asa.

2. Faktor Pendidikan

Pendidikan Perdagangan telah diperkenalkan pada tahun 1960an iaitu ketika bermulanya kurikulum pengajaran perdagangan dalam sistem aneka jurusan diperingkat sekolah menengah rendah. Kemudian ia ditukarkan kepada kurikulum perdagangan dan keusahawanan yang dilaksanakan sepenuhnya sejak tahun 1985. Pada tahun 1989, mata pelajaran Kemahiran Hidup Bersepadu (KHB) diperkenalkan bagi menggantikan mata pelajaran yang lama kerana pendedahan ilmu perdagangan dan keusahawanan hanya terhad kepada pelajar yang mengambil subjek perdagangan sahaja berbeza dengan subjek KHB yang mana semua pelajar berpeluang untuk mempelajarinya (Norasmah Hj. Othman, 2007).

Mulai dari Julai 2007 dan seterusnya, Kementerian Pengajian Tinggi (KPT) telah mewajibkan kesemua pelajar yang melanjutkan pelajaran ke peringkat Institusi Pengajian Tinggi (IPT) untuk mengambil mata pelajaran keusahawanan sebagai satu mata pelajaran yang wajib (Utusan Malaysia, 2 Julai 2007). Ini selari dengan pewartaan Pelan Strategik Pendidikan Negara (2011-2015) yang menfokuskan kepada mengarusperdanakan pendidikan keusahawanan bagi meningkatkan daya keusahawanan dalam kalangan pelajar- pelajar yang juga akan menyumbang dalam pertumbuhan ekonomi negara. Ini menunjukkan usaha kerajaan dalam memupuk minat dalam bidang keusahawanan di kalangan pelajar. Selain itu, Kementerian Pengajian Tinggi juga berpendapat adalah penting bagi pelajar-pelajar Universiti, Politeknik dan Kolej Komuniti diberikan pendedahan dan diterapkan dengan nilai-nilai dan kemahiran keusahawanan yang merangkumi aspek kepimpinan, inovasi, kreativiti, berdaya saing, berdikari serta mempunyai kebolehan untuk mengenalpasti dan membuka peluang (Pelan strategik Pendidikan Tinggi Negara 2011-2015, Kementerian Pengajian Tinggi Malaysia).

Barjoyai Bardai (2000), menyatakan bahawa ekonomi yang berasaskan pengetahuan atau dikenali sebagai *k-ekonomi* menuntut masyarakat keusahawanan yang lebih berpengetahuan dan berkemahiran supaya tidak jauh ketinggalan. Malah, kajian daripada Rahmah dan Nor Aini (2007) juga telah menyimpulkan bahawa *k- ekonomi* adalah suatu transformasi yang harus dimiliki oleh setiap negara pada masa kini bagi menghadapi persaingan ekonomi yang semakin sengit antara negara. Hal ini menunjukkan betapa pentingnya ilmu pengetahuan dalam melahirkan usahawan yang berdaya maju seiring membangunkan ekonomi negara. Kajian ini disokong oleh Isma Addi Jumbri dan Mohamad Zahir Zainudin (2011) yang mendapati pendekatan keilmuan dan pendidikan adalah mekanisma yang paling berkesan untuk menerapkan budaya keusahawanan kerana pendidikan meliputi kemahiran, pengetahuan dan sikap yang membantu seseorang individu merancang masa depan serta berkemahiran dalam menyelesaikan masalah.

Selain itu, Warman et al. (2010), Abdul Aziz (2010), dan Adam, Abdul Razak dan Abu Bakar (2011) menjelaskan kecenderungan pelajar dalam bidang keusahawanan dan penerapan kemahiran keusahawanan dalam proses pengajaran dan pembelajaran mempengaruhi kecenderungan pelajar menceburi dunia keusahawanan. Kajian juga mendapati kebanyakan program-program yang dilaksanakan di peringkat institusi pendidikan dapat membudayakan keusahawanan dalam kalangan pelajar.

Terdapat banyak program dan latihan keusahawanan yang telah dilaksanakan oleh pihak kerajaan dan swasta dan antara program- program tersebut adalah Persatuan Usahawan Graduan (PUGM) yang telah ditubuhkan pada September 2004 ialah satu platform kepada para graduan yang berminat dalam bidang keusahawanan sebagai kerjaya untuk menjana pendapatan yang lumayan, tetap dan berdaya saing (Asmawi Hashim et.al 2008). Selain itu, Program Pengusaha

Muda, Program Usahwan Muda, Pogram Skim Usahawan Siswazah, Program Pembangunan Usahawan Siswa, Program Tunas Bestari dan penglibatan pelajar dalam aktiviti kelab-kelab usahawan di sekolah (Norasmah,2002) didapati telah dapat memupuk kecederungan pelajar menceburi dunia keusahawan.

3. Faktor Bantuan dan Sokongan Lembaga Zakat

Lembaga Zakat ditubuhkan untuk menguruskan kutipan dan pengagihan dana zakat dan ia bergerak sebagai salah sebuah institusi Islam yang berperanan dalam menyusun dan membangunkan kekuatan sosio ekonomi ummah serta ia telah ditubuhkan di setiap negeri di Malaysia. Salah satu objektif penubuhan Lembaga Zakat adalah untuk merapatkan jurang pendapatan atau ekonomi ke tahap yang paling minimum di dalam sesebuah masyarakat (Zulkefly Abd Karim et.al 2004).

Terdapat negeri yang melantik badan khusus untuk menguruskan kutipan dan pengagihan zakat seperti Lembaga Zakat Selangor dan Pusat Urus Zakat Pulau Pinang. Dan terdapat juga negeri yang menjalankan aktiviti kutipan dan pengagihan melalui Majlis Agama Islam seperti yang dilaksanakan di negeri Johor dan Kelantan. Malah, ada juga yang menjalankan pengutipan serta pengagihan yang berasingan seperti Pusat Pungutan Zakat Wilayah Persekutuan (PPZWP) dan Baitulmal atau Majlis Agama Islam Wilayah Persekutuan (MAIWP).

Memandangkan skop kajian ini dijalankan ke atas pelajar asnaf yang mendapat tajaan LZS di Kolej Universiti Islam Antarabangsa Selangor (KUIS), maka pengkaji akan fokus kepada sokongan dan bantuan Lembaga Zakat Selangor (LZS) dan memberi bantuan dan sokongan kepada asnaf menceburi bidang keusahawanan. Dari segi sejarah, Penubuhan LZS adalah untuk memperkasakan pengurusan institusi zakat dengan memaksimakan potensi kutipan zakat, menangani dan membasmi kemiskinan, meningkatkan syiar Islam serta membangunkan sosioe konomi ummah dan menyediakan perkhidmatan pelanggan yang berkualiti. (Lembaga Zakat Selangor, 2006)

Pada awalnya, Lembaga Zakat Selangor (LZS) hanya bermula dengan sebuah pusat kemudian berkembang menjadi Lembaga Zakat yang berfungsi untuk mengumpul dan mengagihkan zakat. Pada tahun 2003, LZS telah menjalankan proses pemberian bantuan modal kepada golongan asnaf yang berkelayakan. Selain itu, bagi memantau kelancaran program keusahawanan, LZS telah membentuk satu unit khas iaitu Jabatan Pembangunan Asnaf (JPA) pada tahun 2005. Antara program yang dijalankan adalah Program Keusahawanan yang berbentuk jangka panjang dan berperanan untuk meningkatkan taraf hidup golongan asnaf. Terdapat beberapa kriteria yang diambil berat oleh LZS dalam pemilihan asnaf yang berkelayakan, antara kriteria tersebut adalah kebolehan serta kemampuan mental dan fizikal bagi memperoleh pendapatan untuk menyara keluarga mereka. Bantuan yang disediakan adalah modal permulaan bagi perniagaan yang berskala kecil seperti perniagaan, pertanian dan akuakultur serta memantau proses pemasaran dan setiap kemajuan perniagaan. Seterusnya LZS telah menubuhkan Teraju Ekonomi Asnaf (TERAS) Zakat untuk memantau pembangunan ekonomi asnaf selangor yang terlibat dalam perniagaan untuk memastikan asnaf-asnaf yang diberikan bantuan perniagaan berjaya dalam perniagaan dan akhirnya keluar dari kategori asnaf.

Sebagaimana yang dinyatakan oleh Patmawati (2005) agihan zakat yang produktif dapat membantu memberikan peluang kepada usahawan-usahawan asnaf untuk menjana pendapatan yang lebih baik, malah mereka juga dilatih menjadi seorang usahawan yang berjaya melalui program-program latihan yang disusun. Dengan adanya bantuan dan sokongan daripada pihak-pihak berkenaan seperti Lembaga Zakat, masalah kemiskinan dapat dikurangkan. Ini terbukti melalui dapatan kajian Muhammad Haris Riyaldi (2012) yang mendapati sebahagian usahawan asnaf telah berjaya meningkatkan produksi dan pendapatannya selepas mendapat bantuan dana zakat. Di samping pendapatan masing-masing telah meningkat, mereka juga telah merasakan terjaminnya kesihatan dan pendidikan bagi keluarganya. Sebahagian pula berjaya memiliki tabungan bagi keperluan di masa akan datang

Manakala Azman Abd Rahman et al. (2014) menerangkan bantuan modal diberikan setelah pihak zakat melihat potensi perniagaan dan bantuan yang diberikan terdiri daripada dua jenis iaitu modal awal perniagaan dan pembelian asset tetap (barangan keperluan perniagaan seperti mesin) dan sewaan premis. Bantuan modal yang diberikan terbahagi kepada dua iaitu kurang dari RM 5000 untuk asnaf fakir, miskin dan mualaf yang menjalankan perniagaan secara kecil-kecilan dan bantuan modal sebanyak RM 5,000 sehingga RM 50,000 bagi asnaf fakir, miskin dan mualaf yang menjalankan perniagaan berskala besar seperti restoran, kedai dobi, makanan tradisional, bengkel kenderaan dan sebagainya. Selain dari menyediakan bantuan modal, pihak zakat juga membekalkan latihan dan kursus dalam usaha meningkatkan motivasi diri, keyakinan serta pengetahuan dalam bidang perniagaan ini (Azman et.al 2014).

Selain daripada menyediakan bantuan dari segi modal dan latihan, pihak LZS juga menjalankan pemantauan pada setiap aktiviti peniaga asnaf bagi memastikan usaha perniagaan berjalan lancar. Di samping itu, mereka juga membuat penyelidikan terhadap produk-produk yang dihasilkan bagi memastikan produk-produk tersebut diterima umum dan juga untuk memperbaiki sebarang kelemahan jika terdapat pada produk yang dihasilkan (Akhtar Sahari, 2007).

Dengan mengikuti program dan aktiviti yang telah disediakan oleh pihak Lembaga Zakat, para usahawan asnaf dapat meningkatkan potensi mereka untuk berdaya saing di pasaran serta mengembangkan perniagaan mereka diperingkat antarabangsa. Secara tidak langsung, para usahawan asnaf yang disantuni oleh LZS ini dapat keluar daripada kepompong kemiskinan dan menjadi seorang *muzakki* yakni pembayar zakat serta membantu masyarakat lain yang memerlukan yang mana di kenali sebagai proses "*turning over*".(Hisham Sabri et al., 2006). Dengan pelbagai bantuan yang disediakan oleh Lembaga zakat ini dapat memberi galakan kepada pelajar-pelajar asnaf menceburi bidang keusahawanan semasa dan selepas bergradusi.

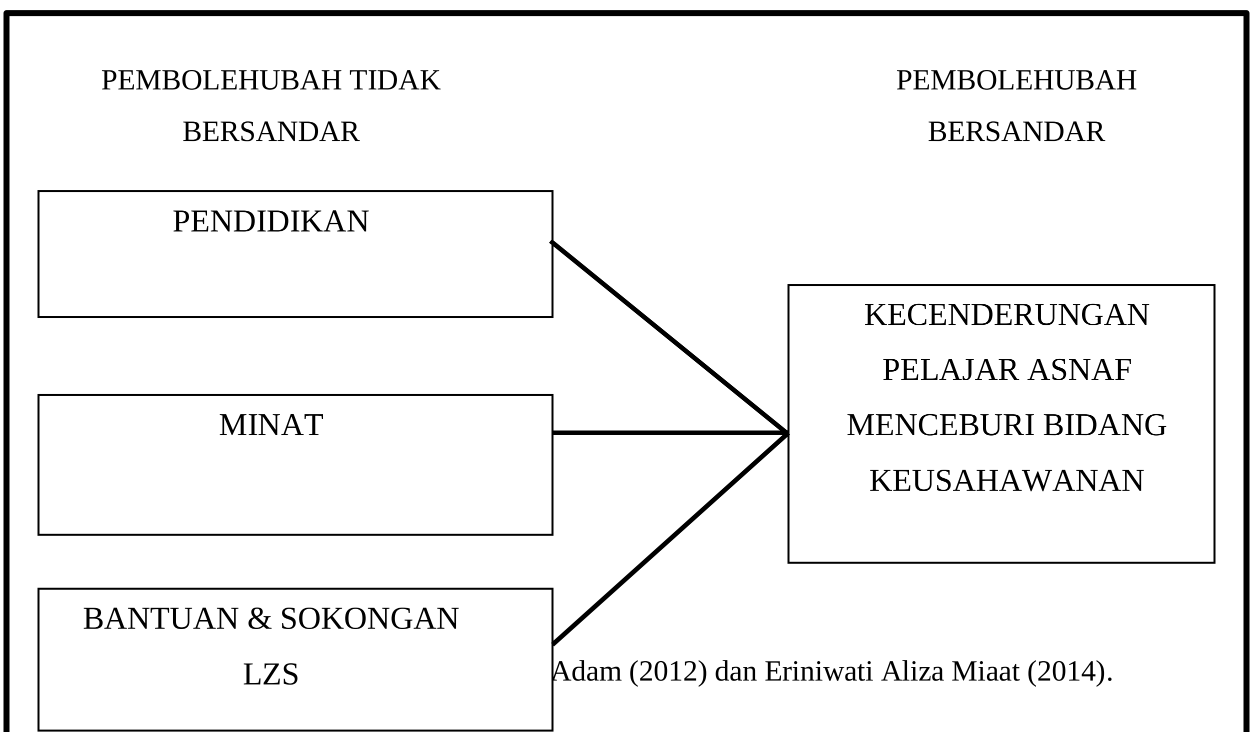
METODOLOGI KAJIAN

Kertas kajian kuantitatif ini menggunakan kaedah pengumpulan data melalui sumber primer dan sekunder. Kaedah pengumpulan data melalui sumber primer dilakukan melalui kajian kepustakaan iaitu buku, junal dan artikel-artikel yang lepas serta portal rasmi agensi-agensi kerajaan yang berkaitan. Manakala, kaedah pengumpulan data sekunder dilakukan melalui edaran borang soal selidik secara rawak kepada 215 orang responden yang terdiri daripada pelajar asnaf daripada jumlah keseluruhan 415 pelajar asnaf (Populasi) dalam pelbagai program di KUIS sehingga Disember 2016. Daripada jumlah itu hanya 196 responden yang memulangkan borang soal selidik dengan lengkap. Instrumen untuk soalan soal selidik dalam kajian ini diubahsuai dan diadaptasi daripada Azilahwati (2012) dan Ariniwati Aliza Miaat (2014). Menurut Wan Rosmini (2000), kaedah soal selidik adalah kaedah yang terbaik (berkesan dan mudah) untuk mendapatkan data dalam sesebuah kajian. Data dianalisis menggunakan perisian SPSS versi 20.0 menggunakan kaedah deskriptif, korelasi dan regresif untuk mencapai objektif kajian yang telah dibincangkan sebelum ini.

Kerangka kajian

Berdasarkan kajian-kajian lepas, kajian ini dijalankan dengan mengadaptasi kajian Azilahwati Adam (2012) dan Erinawati Aliza Miaat (2014). Melalui Rajah 1 di bawah, pembolehubah tidak bersandar dalam kajian ini adalah pendidikan, minat dan bantuan dan sokongan Lembaga Zakat Selangor yang dijangkakan akan mempengaruhi pembolehubah bersandar iaitu kecenderungan pelajar asnaf menceburi bidang keusahawanan. Pembolehubah tidak bersandar yang baru yang dimasukkan dalam kajian ini adalah bantuan dan sokongan lembaga Zakat Selangor yang tidak dikaji oleh Azilahwati Adam (2012) dan Erinawati Aliza Miaat (2014) ini.

Rajah 1: Kerangka Kajian



Adam (2012) dan Eriniwati Aliza Miaat (2014).

Berikut adalah hipotesis-hipotesis untuk kajian ini:

H1: Terdapat hubungan yang signifikan di antara ***faktor minat*** dengan kecenderungan pelajar asnaf menceburi bidang keusahawanan

H2: Terdapat hubungan yang signifikan di antara ***faktor pendidikan*** dengan kecenderungan pelajar asnaf menceburi bidang keusahawanan.

H3:Terdapat hubungan yang signifikan di antara ***faktor bantuan dan sokongan*** **Lembaga Zakat Selangor** dengan kecenderungan pelajar asnaf menceburi bidang keusahawanan

DAPATAN KAJIAN

Seterusnya di bahagian ini pengkaji akan membincangkan dapatan kajian hasil daripada data yang telah dianalisis untuk menjawab dua objektif yang telah dibincangkan sebelum ini.

Objektif 1
Objektif pertama kajian ini adalah untuk mengenalpasti hubungan antara faktor minat, pendidikan, bantuan dan sokongan Lembaga Zakat dengan kecenderungan pelajar- pelajar asnaf dalam menceburi dunia keusahawanan.

a) **Faktor Minat**

Dapatan daripada analisis korelasi dalam Jadual 2 di bawah, mendapati bahawa faktor minat mempunyai hubungan yang signifikan terhadap kecenderungan pelajar asnaf dalam menceburi dunia keusahawanan pada tahap signifikan 0.01 dengan kekuatan hubungan pada tahap sederhana dengan nilai koeffisien adalah sebanyak 0.434 . Maka dengan itu, hipotesis (H1) diterima iaitu terdapat hubungan yang signifikan antara faktor minat dengan kecenderungan pelajar asnaf menceburi dunia keusahawanan. Pengkaji dapati, dapatan ini selari dengan dapatan pengkaji-pengkaji yang lepas iaitu Adam, Abdul Razak dan Abu Bakar (2011), Hisrich et al (2008), yusuf Boon dan Sapiah Bohari (2008) dan Ab Azizi dan Zakaria (2004). Justeru kita tidak dapat nafikan pengaruh minat sangat mempengaruhi seseorang itu menceburi sesuatu bidang keusahawanan. Malah jika mereka mempunyai minat yang mendalam dalam bidang keusahawanan, ini akan membawa kecenderungan yang lebih kepada pelajar-pelajar asnaf ini untuk terlibat dalam bidang perniagaan selepas mereka bergraduasi.

Jadual 2: Ujian Korelasi antara Faktor Minat dengan Kecenderungan Pelajar Asnaf Menceburi Dunia Keusahawanan

			Minat	**Kecenderungan pelajar menjadi usahawan**
Spearman's rho	Minat	Correlation Coefficient	1.000	.434**

		Sig. (2-tailed)	.	.000
		N	196	196
	Kecenderungan pelajar menjadi usahawan	Correlation Coefficient	.434**	1.000
		Sig. (2-tailed)	.000	.
		N	196	196

b) **Faktor Pendidikan**

Hasil ujian korelasi dalam Jadual 3 di bawah, mendapati bahawa faktor pendidikan mempunyai hubungan yang positif dan signifikan terhadap kecenderungan pelajar asnaf menceburi dunia keusahawanan pada tahap signifikan 0.01 dan ia tidak melebihi nilai 0.05 dengan kekuatan hubungan pada tahap lemah. Nilai koeffisien yang didapati adalah sebanyak 0.256 sahaja. Maka dengan itu, hipotesis (H2) diterima iaitu terdapat hubungan yang signifikan antara faktor pendidikan dengan kecenderungan pelajar asnaf menceburi dunia keusahawanan. Pengkaji dapati dapatan ini selari dengan Isma Addi Jumbri dan Mohamad Zahir Zainudin (2011), Adam, Abdul Razak dan Abu Bakar (2011), Warman et al (2010) dan Abdul Aziz (2010).

Jadual 3: Ujian Korelasi antara Faktor Pendidikan dengan Kecenderungan Pelajar Asnaf Menceburi Dunia Keusahawanan

			Pendidikan	**Kecenderungan pelajar menjadi usahawan**
Spearman's rho	Pendidikan	Correlation Coefficient	1.000	.256**
		Sig. (2-tailed)	.	.000
		N	196	196
	Kecenderungan pelajar menjadi usahawan	Correlation Coefficient	.256**	1.000
		Sig. (2-tailed)	.000	.
		N	196	196

c) **Faktor Bantuan dan Sokongan LZS**

Dapatan daripada ujian korelasi yang seterusnya, didapati bahawa terdapat hubungan yang signifikan di antara faktor bantuan dan sokongan Lembaga Zakat dengan kecenderungan pelajar asnaf menceburi dunia keusahawanan pada tahap signifikan 0.01 dengan kekuatan hubungan pada tahap lemah dan nilai koeffisien sebanyak 0.383. Justeru, hipotesis (H3) diterima iaitu terdapat hubungan yang signifikan di antara faktor bantuan dan sokongan LZS dengan kecenderungan pelajar asnaf menceburi dunia keusahawanan. Dapatan ini walaupun ia lemah tapi masih signifikan dan ianya selari dengan dapatan kajian oleh pengkaji-pengkaji sebelum ini iaitu Azman Abd Rahman et al (2014), Muhammad Haris Riyaldi (2012) dan Patmawati (2005). Justeru kita tidak boleh menafikan bahawa peranan bantuan dan sokongan Lembaga Zakat Selangor masih signifikan dalam mempengaruhi pelajar-pelajar asnaf ini menceburi bidang keusahawanan selepas mereka bgraduasi kelak.

Jadual 4: Ujian Korelasi antara Faktor Bantuan dan Sokongan LZS dengan Kecenderungan Pelajar Asnaf Menceburi Dunia Keusahawanan

			Bantuan	**Kecenderungan pelajar menjadi usahawan**
Spearman's rho	Bantuan	Correlation Coefficient	1.000	.383**
		Sig. (2-tailed)	.	.000
		N	196	196
	Kecenderungan pelajar menjadi usahawan	Correlation Coefficient	.383**	1.000
		Sig. (2-tailed)	.000	.
		N	196	196

Analisis Korelasi Keseluruhan Kajian

Jadual 5 di bawah pula, menunjukkan analisis Korelasi secara keseluruhan yang melibatkan kesemua pembolehubah. Persamaan Y: β0 + β1X1 + β2 X2 digunakan bagi menerangkan keputusan analisis korelasi yang telah diperolehi. Simbol (Y) merupakan pembolehubah bersandar iaitu kecenderungan pelajar asnaf menjadi usahawan. Simbol (X) pula adalah pembolehubah-pembolehubah yang telah digunakan dalam kajian ini yang terdiri daripada faktor minat, faktor pendidikan, faktor bantuan dan sokongan LZS dan juga faktor kemiskinan. Jadual 5 di bawah dapat membantu menerangkan dengan lebih lanjut.

Persamaan Korelasi (r)
$Y: \beta_0 + \beta_1 X_1 + \beta_2 X_2$
Y= minat + pendidikan, Bantuan +Sokongan Lembaga Zakat
Y= 0.434+ 0.256+ 0.383

Berdasarkan Jadual 5 dan persamaan korelasi di atas dapat dilihat bahawa kesemua faktor mempunyai hubungan yang positif terhadap kecenderungan pelajar asnaf menjadi usahawan tetapi setiap faktor berada pada tahap kekuatan hubungan yang berbeza. Faktor yang paling dominan ialah faktor minat yang mana nilai korelasinya adalah 0.434 iaitu 43.4 peratus mempengaruhi Y. Faktor yang terendah adalah faktor pendidikan kerana nilai yang didapati hanya 0.256 iaitu 25.6 peratus sahaja pengaruhnya terhadap kecenderungan pelajar asnaf dalam menceburi dunia keusahawanan. Dapatan ini mengambarkan walaupun pelajar asnaf itu mendapat pendidikan keusahawanan di universiti secara langsung atau tidak langsung melalui program-program yang dijalankan di universiti dan juga mereka mengetahui jika mereka bergradusi mereka juga boleh mendapatkan bantuan atau sokongan LZS untuk memulakan perniagaan tetapi faktor yang paling kuat yang membawa kepada kemungkinan mereka ini menceburi bidang perniagaan adalah minat. Minat memainkan peranan yang besar berbanding faktor pendidikan dan juga bantuan dan sokongan LZS.

Jadual 5: Analisis Korelasi Keseluruhan

		Minat	**Pendidikan**	**Bantuan LZ**
Kecenderungan pelajar asnaf menjadi usahawan	Korelasi Pearson Sig. (2 tailed) N	.434** .000 196	.256** .000 196	.383** .000 196

Objektif 2

Objektif kedua kajian ini adalah untuk mengenalpasti faktor dominan yang mempengaruhi kecenderungan pelajar-pelajar asnaf dalam menceburi dunia keusahawanan.

Untuk mengenalpasti faktor dominan yang mempengaruhi kecenderungan pelajar-pelajar asnaf dalam menceburi dunia keusahawanan pengkaji menggunakan kaedah analisis Regrasi Linear. Berdasarkan Analisis regresi dalam Jadual 6 di bawah, ia menunjukkan bahawa kesemua pembolehubah dalam kajian ini mempunyai pengaruh positif sebanyak 43.6 peratus ke atas kecenderungan pelajar asnaf menceburi dunia keusahawanan. Perkara ini dijelaskan dengan dapatan nilai regresi sebanyak R2 = 0.436. Manakala, jika diperhatikan nilai R2 yang diselaraskan (adjusted R Square) adalah 0.425 yang menunjukkan nilai yang lebih rendah. Secara keseluruhanya, pembolehubah yang tidak bersandar (IV) mempunyai pengaruh yang signifikan terhadap kecenderungan pelajar asnaf dalam menceburi bidang keusahawanan.

Jadual 6: Analisis Regrasi Linear

Model	**R**	**R Square ($r^{2)}$**	**Adjusted R Square (pelarasan $r^{2)}$**	**Std. Error of the Estimate**
1	.661[a]	.436	.425	.50552

a.Predictors: (Constant), iv2, iv3, minat
b.Pembolehubah Bersandar: Pelajar Asnaf menjadi usahawan

KESIMPULAN DAN CADANGAN

Kesimpulannya, kemua faktor yang dikaji mempunyai hubungan signifikan kepada kecenderungan pelajar asnaf untuk menceburi bidang keusahawanan selepas mereka bergradusi. Namun faktor minat mempunyai tahap signifikan paling tinggi berbanding faktor pendidikan dan bantuan serta sokongan Lembaga Zakat Selangor (LZS). Justeru kajian ini diharapkan boleh dijadikan panduan oleh pelajar asnaf, pihak universiti dan Lembaga Zakat dalam menyediakan program-program yang berkesan yang boleh menarik minat pelajar-pelajar asnaf menceburi bidang keusahawan selepas bergraduasi. Ini kerana kita tidak boleh menyangkalkan peranan besar bidang ini yang mampu mengubah status keluarga asnaf serta mengukuhkan lagi sumber pendapatan golongan ini.

Selain itu Pihak Lembaga Zakat terutamanya LZS juga disarankan dapat mempelbagaikan program–program yang dapat meningkatkan lagi serta mencungkil bakat yang terpendam dalam diri pelajar asnaf supaya mereka dapat menjadi orang yang berjaya dan juga dapat keluar daripada belenggu kemiskinan. Dengan kata lain, berlaku anjakan paradigma dalam kehidupan mereka daripada *Mustahiq* (penerima bantuan zakat) kepada seorang *Muzakki* (pembayar zakat) pada suatu hari nanti.

Akhir sekali, pengkaji mencadangkan beberapa cadangan di bawah untuk kajian lanjutan:

i- Skop kajian diperluaskan dengan membuat perbandingan di beberapa institusi pendidikan untuk melihat perbezaan kecenderungan pelajar asnaf menceburi bidang perniagaan.
ii- Meluaskan skop kajian dengan membuat perbandingan pelajar asnaf di negara lain seperti Indonesia dengan Malaysia.
iii- Membandingkan sistem bantuan dan sokongan untuk perniagaan oleh Lembaga Zakat Selangor dan di negeri-negeri lain dalam Malaysia
iv- Kajian ini juga boleh menggunakan kaedah kualitatif seperti temu bual dengan pelajar asnaf yang telah berjaya menjadi usahawan, yang mungkin dapatan kajiannya lebih mendalam berbanding kaedah kuantitatif yang dijalankan oleh pengkaji dalam kajian ini.

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