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JOB STRESS AND JOB DISSATISFACTION: VOICE OF ACADEMICIANS IN HIGHER INSTITUTIONS

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Wombat Room – Session 3 – ICT and Education

Academics stress and job dissatisfaction is a serious issues in Higher Institutions. The objective of this paper is to identify factors that influence stress and job dissatisfaction. The sources of stress that have been investigated in this study include role conflict, role ambiguity, role overload, workload pressure, relationship with peers and performance pressure. The population consists of academicians in higher institutions in Malaysia. The methodology for this study is based on qualitative study as we found it much more convenient to employ qualitative design as to reach an in-depth understanding about social realities and pattern that created them. Each interview lasted approximately one hour and was audio recorded and transcribed for analysis. All interviews were analyzed using a thematic narrative analysis. Exploring voice and other employees' responses through stress and job dissatisfaction in their workplace through the application of qualitative research approaches has implication for both management research and Higher Institutions in finding a solution in resolving the problem on stress and job dissatisfaction among academicians. The finding of this study indicates that role oveload, relationship with peers, performance pressure are the main indicators that lead to stress and job dissatisfaction.

Keywords: *Stress, job dissatisfaction, academicians, higher institutions*

THE EFFECT OF INSTITUTION REPUTATION ON PUBLIC COLLEGE SERVICES VALUE (A STUDY IN THE FACULTY OF MATHEMATICS AND NATURAL SCIENCES OF PUBLIC UNIVERSITIES IN WEST JAVA)

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Public universities are often considered as a good quality college by the majority of Indonesian society. Therefore, the interest for public universities always get higher every year. Thousands of prospective students are competing to get admitted in public universities, particularly in reputable public universities. An intense competition to become a student in a reputable public universities raises some sense of pride over the success of admission in public universities. An assumption which is understandable considering that the resources and facilities available at reputable public universities are adequate. Level of experience, number of professors and lecturers, as well as a number of amenities and facilities provided by the government, make public universities easier to progress towards a better organization of higher education services.

The research instrument used is questionnaire, through the survey method with the analysis unit of public universities students. The determined population are the students of Faculty of Mathematics and Natural Sciences at three reputable public universities in West Java, namely: ITB, IPB, and UPI. There are 375 final year students respondents that were taken by random sampling.

Institution reputation variable that is represented by Achievement (Credibility and Trust), and Responsibility dimensions, as well as Services Value variable that is represented by Functional Value, Emotional Value, and Social Values dimensions, were analyzed descriptively verifying. Results showed that the Reputation achievement factor is an indicator that has the greatest validity in comparison to the responsibility factor. While respondents feedback to the Services Value dimensions indicates that the services value of the three public universities are in the "appropriate" category. Statistical test states that 27% Reputation contributes to affecting students Value Services in respect to their universities.

Keywords: *Reputation; Services Value*