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أكاديمية نايف العربية للعلوم الأمنية
كلية الدراسات العليا
قسم العلوم الإدارية
برنامج الماجستير

الرضا الوظيفي وعلاقته بالإنتاجية

دراسة تطبيقية لموظفي جمارك منطقة الرياض

رسالة مقدمة استكمالاً لمتطلبات الحصول على درجة الماجستير في
العلوم الإدارية

إعداد

علي بن يحيى الشهري

٤٢٠٠٠٤٨

إشراف

أ. د. عامر بن خضير الكبيسي

١٤٢٤هـ - ٢٠٠٢م

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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MASTER THESIS ABSTRACT

Thesis Title: **Functional Satisfaction and its relation to Productivity, Applied study of Customs Employees in Riyadh Region**

Prepared by: **Ali bin Yahia Al-Shehri**

Supervisor: **Professor Dr. Amer Khudhair Al-Kubaisi**

Thesis Defense Committee

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Research Problem

It lies in the ambiguity of the degree of functional satisfaction of the workers in the customs of Riyadh area and unawareness of its relation to their productivity and its reflection upon their performance; which this study aims to determine, show its importance in order to be considered by the concerned and interested in this vital sector.

Research Importance

Starting from the great importance and preciseness of the customs role, the importance of this study emerges, as we can view it a step that can be utilized and benefit from in setting and planning policies and plans that help in the good choice and promote the performance of the inspectors employed in Riyadh area customs, along with motivating them and enhancing their level of performance, connection to their departments, their belonging to this sector. Also, what increases its importance is that it assist the officials in the process of developmental issues decision making of the functional and administrative system of the customs in order to motivate employees towards the best.

Research Objectives: This research aims to achieve the following:

- . Knowing the actual reality of the prevailing functional satisfaction and performance levels of the customs inspectors in Riyadh area.
- . Knowing the level of the functional satisfaction and productivity in accordance with the following personal and occupational variables (sex, years of service, educational qualification, age, salary, employment security, relationships among supervisors and employees, promotion and advancement in work).
- . Achieving recommendations that can contribute in improving the level of the functional satisfaction of the customs employees and consequently lead to improving their level of productivity.

Research Hypotheses: The research attempted to answer the following:

- . What is the level of the functional satisfaction to the customs inspectors in Riyadh area?
- . What are the factors that affect the levels of functional satisfaction of the customs inspectors in Riyadh area?
- . What is the productivity level of the customs inspectors in Riyadh area?
- . What is the extent of the relation of the functional satisfaction with the productivity for them?
- . What is the role of some personal factors such as (sex, years of service, educational qualification, age) to the functional satisfaction?
- . What is the role of some personal factors such as (salary, employment security, relationships among supervisors and employees, promotion and advancement in work) to the reinforcement of the functional satisfaction in customs inspectors?

Research Methodology

The researcher used the descriptive, documentary and connective-descriptive methodologies. Also, the questioner was implemented as the tool of data collection of the study sample that amounted to (٢٣٣) customs inspectors representing all customs inspectors working in Riyadh area.

Main Results

The research indicated the existence of a relation between the level of functional satisfaction and productivity level amounted to ٢٨,٩٩٢ at the indicative ٠,٠٠١ and a correlation of Pierson coefficient at the indicative level of ٠,٠١; i.e. there is a direct relation between the two variables. In other words, if the functional satisfaction increased, the productivity shall increase too, and vice versa (if the productivity increased, the functional satisfaction shall increase too. Also, promotion was not related to efficiency and mastery, which reduces the cases of functional satisfaction. Moreover, the salary received by the employees was not satisfactory, as it was the last in the sample distribution according to the functional satisfaction measure. In addition, the study showed that there are differences of statistical significance attributed to sex variable, where the functional satisfaction is increased in women. Also, the study revealed that there are some differences of statistical significance attributed to age variable, i.e. with age progression the functional satisfaction decreases. The study, also, revealed that there are differences of statistical significance at the level ٠,٠١ showing the increased satisfaction among the ones of the least service years. Finally, the study showed that there are differences of statistical significance at the level ٠,٠١ showing increased satisfaction among the ones of the lowest educational achievements.

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قائمة الجداول

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