

**THE EFFECT OF HUMAN RESOURCES PRACTICE ON JOB  
SATISFACTION AMONG THE ACADEMICS STAFFS OF  
YARMOK UNIVERSITY IN JORDAN**



**MASTER OF SCIENCE (MANAGEMENT)  
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SATISFACTION AMONG THE ACADEMICS STAFFS OF YARMOK  
UNIVERSITY IN JORDAN**



**By**  
**ASHRAF ALI AHMAD ALMOMANI**

**UUM**  
**Universiti Utara Malaysia**

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**Management**

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## ABSTRACT

The main purpose of this study is to examine the effect of human resources practice on job satisfaction among the academics staffs of Yarmok University in Jordan. The factors that examined in this study are training and development, compensations, performance appraisal, benefit as well as safety and health. The Yarmok Universitie academics staffs were the respondent of this study. The respondent was obtained from the human resource department of the University , a total of 283 questionnaires were distributed to obtained the primary data used for this study, both descriptive and internal analysis employed in this study , the result shows that training and development, compensation, performance appraisal, safety and health precedents employee job satisfaction with training and development showing strongest contribution , suggestions are made for future research on ways to enhance job satisfaction among employees .

**Keywords:** Job Satisfaction, compensations and performance appraisal, training and development, safety and health, benefit, academics Staffs, Yarmok University and Jordan



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## ABSTRAK

Tujuan utama kajian ini adalah untuk mengkaji kesan amalan sumber manusia terhadap kepuasan kerja dalam kalangan kakitangan akademik Universiti Yarmouk di Jordan. Faktor-faktor yang dikaji dalam kajian ini adalah latihan dan pembangunan, pampasan, penilaian prestasi, pemberian manfaat serta keselamatan dan kesihatan. Kakitangan akademik Universiti Yarmouk adalah responden bagi kajian ini. Responden diperolehi daripada jabatan sumber manusia universiti. Sebanyak 283 soal selidik telah diedarkan bagi mendapatkan data primer untuk digunakan dalam kajian ini. Analisis deskriptif dan dalaman digunakan dalam kajian ini. Dapatan kajian menunjukkan bahawa latihan dan pembangunan, pampasan, penilaian prestasi, keselamatan dan kesihatan pekerja mewujudkan kepuasan kerja dengan faktor latihan dan pembangunan menunjukkan sumbangan tertinggi. Dicadangkan kajian mengenai cara-cara untuk meningkatkan kepuasan kerja dalam kalangan pekerja dibuat pada masa akan datang.

**Kata kunci:** Kepuasan kerja, pampasan dan penilaian prestasi, latihan dan pembangunan, keselamatan dan kesihatan, manfaat, kakitangan akademik, Universiti Yarmouk dan Jordan

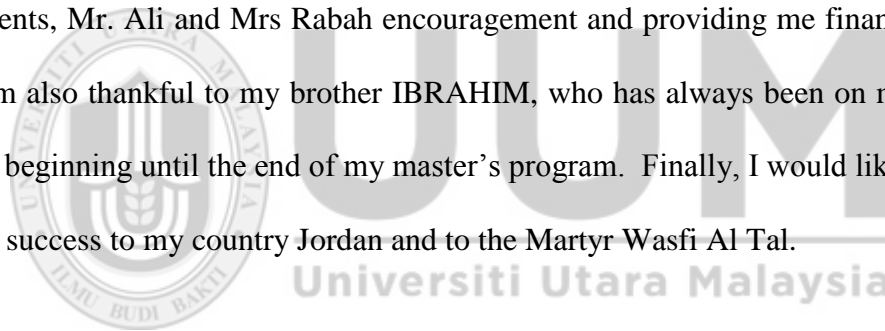


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## CHAPTER ONE

### INTRODUCTION

#### 1.1 Introduction

Human resource management is the sense of getting things done through people. It's an essential part of every manager's responsibilities, where many organizations find it advantageous to establish a special division to provide an expert service dedicated to ensuring that the human resource function is performed efficiently.

The impact of human resource management (HRM) practices popularly known as HR practices on organizational performance and employee attitudes has been a leading area of research in the developed world for years, Delaney and Huselid (1996), Huselid (1995), Katou and Budhwar (2007), Petrescu and Simmons (2008). But surprisingly, very limited number of studies have been conducted on HR practices in the context of developing countries, Schuler as cited in Budhwar and Debrah (2001), Sing (2004), Yeganeh and Su (2008), Mahmood (2004). This study aims to fill the existing research gap and to explore the relationship between HR practices and job satisfaction in the context of Yarmouk University (YU).

Academicians, researchers, policy-makers, practitioners, students and other developing countries could benefit from this study by exploring the relationship between HR practices and job satisfaction. This study intends to augment the contemporary research and practice of human resource management. Furthermore, it would also be useful for the developed countries as they find developing countries as attractive places for investment due to their large markets, and cheap and skilled

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