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THE INFLUENCE OF PAY, RECOGNITION AND LEADERSHIP TOWARD
JOB SATISFACTION AMONG NON ACADEMIC STAFF

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Thesis Submitted to the Othman Yeop Abdullah Graduate School of Business,
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Management

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ABSTRAK

Kajian ini dijalankan untuk meneliti tahap kepuasan bekerja dalam kalangan Universiti Utara Malaysia. Tujuan utama kajian ini adalah untuk mengenal pasti pengaruh antara kepuasan bekerja dengan gaji, ganjaran, dan kepimpinan. Pembolehubah bersandar untuk kajian ini adalah kepuasan bekerja manakala pemboleh ubah bebas adalah gaji, ganjaran dan kepimpinan. Kajian ini dijalankan dengan menggunakan kaedah kuantitatif melalui pengumpulan data menggunakan set borang soal selidik. Set borang soal selidik digunakan bagi mendapatkan maklum balas daripada responden. Seramai 60 responden telah terlibat dalam kajian ini yang terdiri daripada pekerja bukan akademik di Pusat Pengajian Pasca Siswazah Othman Yeop Abdullah, Pusat Pengajian Pasca Siswazah Awang Had Salleh dan Pusat Pengajian Pengurusan. Hasil kajian menunjukkan hubungan positif diantara kepuasan bekerja dengan gaji, ganjaran, dan kepimpinan. Hal ini menunjukkan bahawa pekerja bukan akademik berpuas hati dengan kerja mereka di Universiti Utara Malaysia. Hasil kajian ini telah memberi manfaat kepada Universiti Utara Malaysia terutamanya pihak pengurusan khususnya pusat pengajian berkaitan pengetahuan tentang tahap kepuasan pekerja mereka.

Kata Kunci:Kepuasan kerja, bayaran, kepimpinan, ganjaran, motivasi kerja.

ABSTRACT

This study was conducted to investigate on the issue of non-academic employees' job satisfaction level in Universiti Utara Malaysia. The main purpose of this study was to identify the influence of pay, recognition, and leadership towards job satisfaction. The dependent variable of this study was job satisfaction whereas the independent variables consist of pay, recognition, and leadership. This study was done through quantitative method in which data was collected using a set of questionnaire. The respondents for this study consist of Universiti Utara Malaysia non academic staff whereby a total of 60 respondents from Othman Yeop Abdullah Graduate School of Business, Awang Had Salleh Graduate School of Arts and Science, and College of Business, had taken part in the survey. The findings shows that there was positive significant between pay, recognition, and leadership towards job satisfaction. This shows that employees in Universiti Utara Malaysia were satisfied with their work. The findings of this study were of immersed benefits for Universiti Utara Malaysia and will enable the institution to gain better competitive advantage to compete with local and international universities.

Keywords: Job satisfaction, pay, recognition, leadership, job performance.

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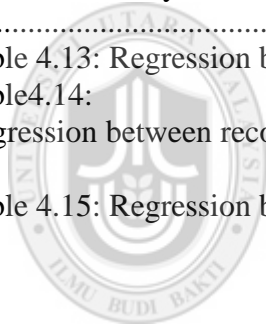
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LIST OF ABBREVIATIONS

AHS - Awang Had Salleh

COB - College of Business

OYA - Othman Yeop Abdullah

UUM - Universiti Utara Malaysia



CHAPTER 1

INTRODUCTION

1.1 Background of the study

Job is process of doing activities or task in order to get pay. According to Wrzesniewski, and Dutton, (2001), job consists of duties, responsibilities and tasks. It can be defined as specific and can be accomplished, quantified, measured and rate. However, if looked into wider perspective of job, it is related to roles and responsibilities of people who hold the position in their respective work environment. Once people looking for a job, it is actually a process of getting money for the effort they put toward the job. Every job has their uniqueness that will identify the knowledge, ability and skill of individual performance.



Figure 1: Statistic of Job seekers in Malaysia

Source : Ministry of Human Resources. (2016)

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