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THE RELATIONSHIP BETWEEN JOB DEMANDS, JOB RESOURCES AND WORK ENGAGEMENT AMONG ADMINISTRATIVE STAFFS IN PUBLIC UNIVERSITY.

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THE RELATIONSHIP BETWEEN JOB DEMANDS, JOB RESOURCES AND WORK ENGAGEMENT AMONG ADMINISTRATIVE STAFFS IN PUBLIC UNIVERSITY.

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ABSTRACT

Work engagement become very crucial in today’s organization. There are quite number of organizations which are strive and implement work engagement in their workplace environment. Hence this study investigates the relationship between Job Demands (workload, work pressure), Job Resources (autonomy and supervisor support) and work engagement. A total of 200 questionnaires was personally distributed to respondents from 9 faculties of administrative staffs in Universiti Pendidikan Sultan Idris (UPSI) which in charge of students. Out of 200 questionnaires distributed, only 178 were returned, representing a response rate of 89.5%. Hypotheses for the relationship were tested using multiple regression analyses. Results showed that work pressure, autonomy and supervisor support was significantly positive related to work engagement. Implications of the findings, potential limitations, and directions for future research are discussed.

Keywords: Work Engagement, Workload, Work Pressure, Autonomy, Supervisor Support
ABSTRAK


Kata kunci: Keterlibatan Kerja, Bebanan Kerja, Tekanan Kerja, Autonomi, Sokongan Penyelia
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# TABLE OF CONTENT

PERMISSION TO USE .......................................................................................... III
ABSTRACT ........................................................................................................... ii
ABSTRAK .......................................................................................................... III
ACKNOWLEDGEMENT ...................................................................................... IV
TABLE OF CONTENT ....................................................................................... V
LIST OF TABLES ............................................................................................... VI
LIST OF FIGURES ............................................................................................. VII
CHAPTER 1 ....................................................................................................... 1

INTRODUCTION ................................................................................................ 1
  1.0 Introduction of the study ........................................................................... 1
  1.1 Background of the study ......................................................................... 1
  1.2 Problem statement .................................................................................. 5
  1.3 Research questions .................................................................................. 12
  1.4 Research objectives ............................................................................... 12
  1.5 Significance of the study ........................................................................ 12
  1.6 Scope of the study .................................................................................. 14
  1.7 Definition of Key Terms ........................................................................ 15
  1.8 Organization of the study ..................................................................... 16

CHAPTER 2 ....................................................................................................... 17
LITERATURE REVIEW ................................................................................... 17
  2.0 Introduction ............................................................................................... 17
  2.1 Work Engagement ................................................................................... 18
  2.2 Employee Engagement versus Work Engagement ................................ 19
  2.3 Dimension of Work Engagement ........................................................... 20
  2.4 Previous studies on Work Engagement .................................................. 24

CHAPTER 3 ....................................................................................................... 42
METHODOLOGY ............................................................................................... 42
  3.0 Introduction ............................................................................................... 42
  3.1 Research Design ...................................................................................... 42
  3.2 Population and Sampling Design ............................................................ 43

CHAPTER 4 ....................................................................................................... 55
RESULT AND FINDINGS .................................................................................. 55
LIST OF FIGURES

Figure 2.1: Research framework ................................................................. 4
CHAPTER 1

INTRODUCTION

1.0 Introduction of the study

In view of today's competing and dynamic climate of work demands, various organizations are facing with greater challenges in attracting and retaining talented employees, which are critical in determining an organization's performance and sustainable competitive advantage. Besides, it is also equally important for an organization to prepare an avenue that allows employees to unleash their full potential and be engaged in their work. (Ng, 2015).

Quite a number of researches in organizational behaviour have explained that enhancing human potential is very important in improving organizational performance (e.g. Luthans & Youssef, 2007; Bakker & Schaufeli, 2008). The increased attention on positive organizational behaviour, such as work engagement inspires scholars to continuously emphasize on theory building and perform relevant research in relation to this area.

1.1 Background of the study

The concept of work engagement becomes a fundamental area of concern among the leader and manager not only incorporate context but also in academic context. According to De Braine and Roodt (2011) dedicated employees normally are enthusiastic, full of inspiration and have a clear identification towards their work. This group of employees usually being highly engaged in their job tasks.
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84


85


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98