

**THE IMPACT OF TRANSFORMATIONAL AND TRANSACTIONAL
LEADERSHIP STYLE ON JOB SATISFACTION AMONG THE EMPLOYEES
IN STUDENT AFFAIRS DIVISION (HEPA) UNIVERSITY OF MALAYA**

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ABSTRACT

Leadership is the most important thing in the company which is a leader will lead the employees or followers. This study was conducted at Student Affair Division (HEPA), University of Malaya. The objective of this study is to find out which leadership is significant to the employees whether Transactional or Transformational leadership style. Leadership is very important to employees because the leader will help and guide the employees, sharing the vision and also provide information to the employees. The statement of problem for this research is transformational leadership style is when a leader is loss of inspiration. Leaders will give inspire to the team how to achieve and success, and also encourage them to make the commitment require to work. Other than that, transactional leadership style is when the leader is too obsessed with the perfection of their task; the employee will get a bad impact on it. Questionnaire were gives 41 respondents to complete the survey. Data were run by using SPSS and the result of the study will be used for the company in the future. In the plan data analysis, I used Pearson correlation to show all the result and explain the objective.

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CHAPTER 1

INTRODUCTION

Background of the Study

In every company, leadership is the most important thing to a company which is a leader will lead the employees or followers in order to achieve the company objectives, mission and vision. Leadership is very important to employees because the leader will help and guide the employees, sharing the vision and also provide information to the employees. If there is a crisis occur in the company, leadership will play the important role to find the best solution to overcome the crisis and this will determine whether the leader is capable of solving problems in any kind of situations. There are several styles of leadership such as autocratic, bureaucratic, laissez-faire, charismatic, democratic, participative, situational, transactional, and transformational leadership (Mosadeghrad, 2004). From all of these 9 leadership styles, we will focus on researching based on “The impact transformational and transactional leadership style on job satisfaction among employees”.

According to Robbins and Coulters (2007), a **transformational leader** is someone who can encourage or inspire people or followers to achieve extraordinary outcomes. They seek to support followers’ aspiration and needs with desired organizational outcome. In the book by Richard L. Daft with the title “Leadership” also stated transformational leadership is leadership characterized by the ability to bring about significant change in followers and the organization. Transformational leadership can motivate others to do more than they originally intended and also can do more than they thought possible. **Transactional leadership** is method of using reward, compliments, and promises that would