

**THE RELATIONSHIP BETWEEN LEADERSHIP STYLES  
AND JOB SATISFACTION AMONG OFFICE SUPPORT  
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## ABSTRACT

The purpose of this study was to investigate the most significant type of leadership that can enhance job satisfaction among office support staff and the relationship between leadership styles and job satisfaction. This study was conducted at the National Audit Department, in Kuching. This study used convenience sampling which is the non-probability Sampling Technique. The researcher distributed 70 questionnaires to the office support staff, with 93% (n=65) response rate. The researcher found that the most significant type of leadership was transformational leadership. The results show that both type of leaderships were acceptable by the respondents. Different type of leadership will give different impact on employees' job satisfaction. Results also show that there is moderate relationship ( $r=0.410$ ) between transformational leadership and job satisfaction while weak relationship ( $r=0.247$ ) between transactional leadership and job satisfaction.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter describes about the background of the study, statement of the problem, research objectives, research questions, significance of study, limitations of study and definition of terms.

#### **Background of the Study**

A leader plays an important role in ensuring that job satisfaction at the workplace is very important in order to enhance loyalty, treating their subordinates, giving recognition, compensation, promotion or increase in salary for the subordinates (Darvish and Razaei, 2011). If the employees are satisfied, there will be a decrease in the percentage of job turnover and absenteeism among workers in any organization (Whitman, Van Rooy, and Viswesvaran, 2010).

Job satisfaction is one of the topics that interest a lot of organizational researchers (Yucel, 2012). According to Voon, Ngui, and Ayob (2011), results of many studies shows that employees with high job satisfaction are likely to exert more effort in their assigned tasks and pursue organizational interest. The effectiveness of leaders that influences the perception of followers constitutes an important indication of effectiveness (Menon M., 2014).