

THE RELATIONSHIP BETWEEN LEADERSHIP STYLES AND JOB
SATISFACTION AMONG EMPLOYEES AT PADAWAN
MUNICIPAL COUNCIL

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ABSTRACT

The purpose of this study was to find out the relationship between leadership styles (transformational and transactional) and job satisfaction among office support staff of Padawan Municipal Council. There were a total of 120 questionnaires that were distributed to the office support staff of Padawan Municipal Council. However, only 92 respondents responded to the questionnaires that were given to them, which means only 77% respondents who responded to the questionnaires. The sampling techniques used in this study was convenience sampling. This technique refers to the collection of information from members of the population who are conveniently available to provide it. Statistical Package for Social Science version 20 was used to process the data. The result showed that there were small and positive relationship between transformational leadership style and job satisfaction. The relationship between transactional leadership style and job satisfaction was found to have no relationship and insignificant. As a result, it was found that the office support staff prefer the transformational leadership style than transactional leadership style because it can motivate them to perform better, hence, their job satisfaction will increase.

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CHAPTER 1

INTRODUCTION

Background of the Study

It has been observed that the leadership styles really giving impact to the office support staff in terms of job satisfaction in the organization and therefore this study focuses on the office support staff in Padawan Municipal Council. Padawan Municipal Council was formerly known as Kuching Rural District Council (KRDC). The Council has moved office three times, and on the 4th April 1991, the Council moved to its present building at Kota Padawan, 10th Mile Penrissen Road. Leadership is about influencing, motivating and enabling others to contribute to the effectiveness and success of the organization of which they are members and how the leader uses their power to lead other people (McShane, 2013). The previous studies showed that different styles of leadership do not have the same impact on job satisfaction in various settings such as healthcare, military, education and business organizations (Sheikh Ali, Sidow, & Guleid, 2013). From organizational perspectives, leaders must use power to motivate and influence subordinates to work harder in order to realize and support organizational goals or objective. Our focus is on Transformational Leadership styles and Transactional Leadership styles because most authors agree that Transformational and Transactional leadership are different in concept and in practice.