

**A CASE STUDY ON THE IMPACT OF LEADERSHIP
STYLES ON INFLUENCING EMPLOYEES' JOB
SATISFACTION IN INFOPRO SDN.BHD.
PETALINGJAYA**

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ABSTRACT

Leadership is a process of influencing between leaders and subordinates where a leader attempts to influence the behavior of subordinates to achieve the organizational goal. Organizational success in achieving its goals and objectives depends on the leaders of the organization and their leadership style. By adopting the appropriate leadership styles, leaders can affect employee job satisfaction, commitment, morality and productivity. There are two hundred INFOPRO Sdn. Bhd. employees working in the Petaling Jaya branch and one hundred and thirty-two of the employees voluntarily participated in this study. Three types of leadership styles, namely, transformational, transactional and laissez-faire were found to have direct relationship with employees' job satisfaction. The objectives of the research were firstly, to identify the current status of employees' job satisfaction in INFOPRO Sdn. Bhd. and the second objective was to examine the relationship between transformational, transactional and laissez-faire leadership style on INFOPRO Sdn. Bhd. employees' job satisfaction. Regarding to these objective, two research questions has been developed. This study was carried out by using correlation design method where is to find the relationship between the independent variable and dependent variable where in this case the independent is the leadership styles and the dependent variable is the employees job satisfaction. The method used to collect data

was by distributing questionnaire to one hundred and thirty-two employees. The sampling procedure that was being used was simple random sampling where these one hundred and thirty-two sets of questionnaires were distribute randomly to employees in varies departments. One hundred and thirty-two questionnaires were distribute but only one hundred questionnaires were returned. The results showed that transformational leadership style has a stronger relationship with job satisfaction rather than transactional and laissez-faire leadership styles. This implies that transformational leadership is perfectly suitable for the organization. Implications of the findings were discussed further. In conclusion, it was found that the main factor that contributes to INFORPRO Sdn. Bhd. employees job satisfaction is social bound between the employees and their colleagues moreover their leaders or in other words how they are being treated by others at work. However, from the analysis, it can be stated that INFOPRO employees has accepted transformational leadership style and this might bring huge impact if the leadership style change to transactional leadership style or laissez-faire where employees might not be able to accept the changes of structure that they are comfortable with.

Keywords: Leadership; transformational; transaction; laissez-faire; job satisfaction

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CHAPTER I

INTRODUCTION

Background of Study

Nowadays, the employees are the key in enhancing the organization efficiency and productivity in order to grow rapidly and be successful. Same goes to INFOPRO Sdn. Bhd. in Petaling Jaya's employees where their job needs more productivity as they deal daily with customers such as bankers, and outside countries by selling and giving software services to them. INFOPRO is an ISO 9001 certified and CMMI appraised global financial solution provider. The company embraces the latest technology and the world-class banking practices in the development of its flagship banking solutions which is the eICBA System.

INFOPRO Sdn. Bhd. consists of a total staff's establishment of about 5,000 members of all branches but here in Petaling branch there are approximately almost 200 employees working in the organization. These personnel were working for different leaders in order to complete their task and achieve customers' satisfaction. With software engineers and financial specialist working alongside played as the company's main asset, it is crucial to keep these employees or engineers satisfied at all times. Human resource or employees of any organization are the most central part so they need to be influenced and persuaded towards tasks fulfillment (Quratul Ain,