

THE RELATIONSHIP BETWEEN WORKPLACE SUPPORT
AND JOB SATISFACTION AMONGST ACADEMIC
STAFFS IN HIGHER LEARNING INSTITUTIONS AT FIVE
PUBLIC RESEARCH UNIVERSITIES IN MALAYSIA

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UNIVERSITI TEKNOLOGI MARA

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June 2016



**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)
FACULTY OF BUSINESS AND MANAGEMENT**

“DECLARATION OF ORIGINAL WORK”

I, MUHAMMAD KHAWARI BIN MUSTAPA @ AWANG
(2014604202)

Hereby, declare that:

- i. This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- ii. This project-paper is the result of my independent work and investigation, except where otherwise stated.
- iii. All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

June 2016

Head of Program
Bachelor of Office System Management (Hons.)
Faculty of Business and Management
Universiti Teknologi MARA
Bandaraya Melaka
Melaka

Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “The Relationship Between Workplace Support and Job Satisfaction Amongst Academic Staffs in Higher Learning Institutions at Five Public Research Universities in Malaysia”, case study in five Public Research Universities in Malaysia which are Universiti Malaya (UM), Universiti Kebangsaan Malaysia (UKM), Universiti Putra Malaysia (UPM), Universiti Sains Malaysia (USM) and Universiti Teknologi Malaysia (UTM) to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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Bachelor of Office System Management (Hons.)

ABSTRACT

The present study aims to examine the relationship between workplace support and job satisfaction amongst academic staffs in higher learning educations at five Public Research Universities in Malaysia. The population of this study consists of 12,994 academic staffs and the sample size were 325 academic staffs. The sample was obtained using the convenience sampling technique, in which gathering of information from fellows of the population in the organizations who are conveniently available to obtain it. The workplace support was represented by four elements; perceived organizational support (POS), supervisor support, co-worker support and mentoring. The findings indicate that generally most of the respondents have a high level of job satisfaction and highly satisfied towards their job. The results of Pearson correlation also revealed that relationship between the workplace support and job satisfaction has strong association with job satisfaction. However, the result on POS has the strongest association on job satisfaction ($r= 0.916$, $p= 0.000$). Still, efforts should be made to improve the existing workplace support in Public Research Universities as it can lead to higher job satisfaction and higher productivity level among the academics staffs. Besides that, the sample of this study was focusing to the academic staffs. Meanwhile, administrative staffs are excluded in this study. For future study, it is recommended that the researcher should aim for the different group of professions. Therefore, it could help the researcher to get more diverse and reliable findings.

Keyword: Job Satisfaction, Workplace Support, Perceived Organizational Support (POS), Supervisor Support, Co-worker Support, Mentoring