THEORETICAL SUPPORT FOR STAFF SATISFACTION IN HIGHER EDUCATION INSTITUTIONS: A CONCEPTUAL FRAMEWORK
(Sokongan Teoretikal bagi Kepuasan Kakitangan di Institusi Pengajian Tinggi: Suatu Kerangka Konseptual)

MOHAMAD HAZEEM MOHMAD SIDIK¹, MOHD RASHID AB HAMID¹, ABDULLAH IBRAHIM² & ZARINA MOHD ALI³

ABSTRACT
In this paper, the theoretical foundation for staff satisfaction in Higher Education Institutions (HEIs) conceptual framework is discussed. Several constructs are identified based on the evidence from previous studies. This framework has been developed based on the relationships of these constructs and staff satisfaction as evidence from past studies that have been supported by three theories in the field of psychology. Seven salient constructs of the framework are: (1) leadership, (2) staff involvement, (3) workload, (4) self-development, (5) working environment, (6) communication, and (7) job satisfaction. All constructs have been found to be inter-related and contributed to overall satisfaction of HEI members of staff in the organisations which could possibly enhance their intention to stay or to leave their respective workplace. The framework is potentially useful for future testing and validation in the context of higher education setting.

Keywords: staff satisfaction; turnover intention; higher education institutions

ABSTRAK

Kata kunci: kepuasan kakitangan; niat berhenti kerja; institusi pengajian tinggi

References


Cramer S. 1995. Have the corporate superheroes had their day? Professional Manager 3: 8-12.


1 Faculty of Industrial Management
2 Faculty of Engineering Technology
3 Centre for Modern Languages & Human Sciences
Universiti Malaysia Pahang
Lebuhraya Tun Razak
26300 Kuantan
Pahang DM, MALAYSIA
E-mail: hazeemsidik92@gmail.com, rashid@ump.edu.my*, abi@ump.edu.my, zarina@ump.edu.my

* Corresponding author