THE MEDIATING EFFECT OF OVERALL JOB SATISFACTION ON FACTORS AND EMPLOYEE LOYALTY IN MINISTRY OF ECONOMY IN LIBYA

Ayad Mansour S. Ellafi
(Matric No. 4130265)

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Nilai

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AUTHOR DECLARATION

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged.

Date: 9 November 2017

Name: Alyad Manjoue al Eilahi
Matric No: 4130265
Address: 23-11 B The Elements No,5, Jln Bemban Ampang 55000 Kuala Lumpur

Signature:

DR. KHAIRUNNEZAM MOHD NOOR
Senior Lecturer
Faculty of Leadership and Management,
Universiti Sains Islam Malaysia,
71800 Nilai, Negeri Sembilan.
Biodata of Author

Ayad Mansour S. Ellafi (4130265) was born on 02th of October 1982. He was born and grew in Libya. He graduated from University of Tripoli in 2009. And he earned his Master’s Degree in business administration in 2013 from Infrastructure University Kuala Lumpur. Now he is a PHD student in Faculty of Leadership and Management (Human Resource Management) at Islamic Science University of Malaysia. He has presented two papers at two international conferences and he has published a research paper in high ranked journal. He is looking for a bright future as scholar. He can be contacted at: eml132@yahoo.com.
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In the fall of 2014, I made a life-changing decision to pursue a terminal degree at the Islamic Science University of Malaysia. I knew from the outset that this degree would not be an easy endeavor. In fret, I knew that it would be one of the most difficult undertakings thus far in my life, and it was! In the beginning I promised my supervisor that I would not only work hard, but would finish the degree if they would agree to accept me into the Human Resource Development doctoral program. Well, here I am three long years later! I must point out that I could not have completed this degree without my faith in Allah and support from my supervisor, family, and friends.

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ABSTRACT

The study aimed at exploring the effects of overall job satisfaction as mediating on factors (work environment, promotion, fairness, supervisor, co-workers, job security, pay and compensation) on one hand, and employee loyalty, on the other. Previous studies of overall job satisfaction have mostly been conducted in the private organisations that based in the Western country context. Research related to this issue is still scarce in the context of public organisation in Arab countries, particularly in the Libyan context, which have different cultures and work systems compared to organisations in the Western countries. There are several challenges and issues to uphold employee’s satisfaction in the current situation of Libya. This study was conducted to investigate the factors that influencing overall job satisfaction and employee loyalty among employees of Ministry of Economy in Libya. Quantitative study has been conducted to address the issue and collect the data from the employees of Ministry of Economy in Libya through a questionnaire survey, the respondents were 221 samples that employees of Ministry of Economy in Libya were nonprobability sampling techniques namely, Convenience Sampling selected and surveyed to examine the mediating effects of overall job satisfaction. The data has been analysed using statistical package for social science SPSS. Results revealed that work environment, promotion, fairness, supervisor, co-workers and job security significant and positively influence overall job satisfaction. But pay and compensation were not significant with overall job satisfaction. It was also found that work environment, promotion, fairness, supervisor, co-workers and job security significant and positively influence employee loyalty. The causal steps method along with correlation tests revealed that overall job satisfaction partially mediated the effects of work environment, promotion, fairness, supervisor, co-workers, job security, pay and compensation on employee loyalty. These findings extend the literature by providing empirical evidence about the factors that influence overall job satisfaction, and its impact on employees of Ministry of Economy in Libya, a developing county in North Africa.
ملخص البحث

تهدف هذه الدراسة إلى التعرف على مدى تأثير الرضا الوظيفي العام كوساطة على عوامل الرضا الوظيفي المحددة في هذا البحث وهي (بيئة العمل، الرفاهية، العدالة، المشرف، زملاء العمل، الأمن الوظيفي، الأجور والتعويضات) من جهة، ومع وراء الموظف للعمل والمؤسسة من الجهة الأخرى. الدراسات السابقة في موضوع الوضع الوظيفي العام في سياق مؤسسات القطاع الخاص للدول العربية. البحوث في هذا المجال مازال نادر في سياق مؤسسات القطاع العام للدول العربية وبالتحديد ليبيا. التي تختلف عن ناحية الثقافة ونظام العمل مقاولة لمؤسسات الدول العربية. هناك العديد من التحديات والقضايا التي تدعم الرضا الوظيفي للموظفين في الوقت الراهن في ليبيا. تم إجراء هذه الدراسة لمعالجة الفجوة في العوامل المؤثرة على الرضا الوظيفي العام وولاء الموظفين لدى موظفي وزارة الاقتصاد بلبنان. تم اختيار التحليل الكمي لمعالجة هذا المسألة وجمع البيانات من موظفي وزارة الاقتصاد بلبنان من خلال نموذج الاستبيان، حيث تم اختيار 221 موظف من موظفي وزارة الاقتصاد في ليبيا، أي اختيار جميع العينات المستهدفة وتم تتبعها للدراسة تأثيرات الوسيلة للرضا الوظيفي العام. وكشفت النتائج أن هذه العوامل (بيئة العمل، الرفاهية، العدالة، المشرف، زملاء العمل والأمن الوظيفي) لها تأثير فعال ويجلي على الرضا الوظيفي العام. بينما (الأجور والتعويضات) لم تكن لها أي تأثير على الرضا الوظيفي العام. كما وجد أن (بيئة العمل، الرفاهية، العدالة، المشرف، زملاء العمل والأمن الوظيفي) لها تأثير إيجابي على الولاء الوظيفي للموظف باتجاه المؤسسة. من خلال النتائج أيضًا تم كشف أن الرضا الوظيفي العام يؤثر تأثيرًا جزئيًا على هذه العوامل. هذه النتائج تتوافق مع درجات إيجابية حول الولاء التي تأتي في الحافز لنقل التدريب المكتسب وتأثيرها على الموظفين في وزارة الاقتصاد في ليبيا.
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