

THE EFFECT OF PSYCHOLOGICAL CAPITAL
AND JOB SATISFACTION TOWARD
MILLENNIALS FRONT LINE STAFF

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DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION

WITH HONOURS (HUMAN RESOURCES)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITY TEKNOLOGY MARA

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Hereby, declared that:

- 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.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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LETTER OF SUBMISSION

January 2018

The Head of Program

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Dear Sir/Madam

SUBMISSION OF PROJECT PAPER

Attached is the project paper titles “The Effect of Psychological Capital and Job Satisfaction Toward Millennials Front Line Staff” to fulfil the requirement as needed by the Faculty of Business Management, Univesiti Teknologi MARA (UiTM).

Thank you.

Sincerely,

(Muhammad Akmal Hakim Bin Rosli)

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Abstract

The purpose of this study is to examine the significant relationship between psychological capital and job satisfaction of millennials front line staff. The author propose that psychological capital has an effect toward job satisfaction on millennials front line staff. A theoretical model which psychological capital as independent variable and job satisfaction as dependent variable. This model is tested using data gathered from 100 front line staff. The results show resilience is the only dimension in psychological capital that have a significant relationship on job satisfaction toward millennials front line staff.

Keywords *Psychological capital, job satisfaction, front line, millennials*