Definition of Terms

The operational definitions in this study are as follows:

**Agreeableness** refers to support staff who is warm, tactful and cooperative. Support staff with this personality can get along with others and participative.

**Conscientiousness** refers to support staff who is organised and self-disciplined. Support staff with this personality are illustrated as loyal, reliable, and order.

**Emotional intelligence** refers to support staff’s ability to perceive, manage and assess the emotions of self, and of others. Support staff with this personality are identified as capable to understand others in the social context.

**Job autonomy** refers to the extent to which the job itself provides support staff the independence, discretion, and judgement on his or her job activities.

**Job satisfaction** refers to the extent support staff feels satisfied about his or her job. The aspects of satisfaction also related to general affective evaluation of support staff’s job.

**Negative affectivity** refers to support staff disposition to experience discomfort across time and in different circumstances. It is usually associated with nervousness and unpleasant feelings.

**Organisational ethical climate** refers to support staffs’ perceptions on ethical values and behaviours practised by the organisational members. The ethical work climate establishes ethical values and morality.