Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA

Research Proposal: ADS 511

“Influence of Total Quality Management on Job Performance of Employees”

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December 2012
ACKNOWLEDGEMENT

First and foremost, in the name of ALLAH SWT, the most gracious and merciful, thank you for giving us such strength and patientness throughout the research.

We would like to express our gratitude and thankfulness to Madam Melinda, our supervisor for her sincere guidance and hard works in the way of the research completeness as well as for her opinions and views she proposed such giving us the idea from various draft stages of reports and assistance in providing us the structure of the work.

To all our classmates, BAS 5A, 5B and BAS 5D and friends, thank you so much for your aids and guidance throughout the progress of doing the research. We appreciate and recognize all the cooperations and supports. Last but not least, special thanks to our family particularly our parent for their moral support, encouragement and their understanding as well for us to fully complete the research successfully.

Thank you and thousand appreciations.

Wassalam
THE DECLARATION

We hereby declare that the work contained in this research proposal is originally and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM’s rules and academic regulations.

Signed,

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CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE SUPERVISOR

Name of supervisor:  
Madam Melinda Binti Haris

Title of Research Report:  
“Influence of Total Quality Management towards Job Performance of Employees”

Name of student:  
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I have reviewed the final and complete research proposal and approve the submission of this report for evaluation.
In this study, the researchers are focusing on the Influence Of Total Quality Management On Job Performance Of Employees. The purpose of conducting this study is to find out the relationship between the total involvement and the job performance of employees, to find out the relationship between the customer orientation and the job performance of employees, to find out the relationship between continuous improvement and the job performance of employees, and to find out the relationship between awareness of TQM and the job performance of employees. This research were conducted and to examine whether there is any significance relationship between Total Involvement, Customer Orientation, Continuous Improvements and Awareness of TQM on the job performance of employees. This research is also giving suggestion and recommendation in implementing the elements of TQM successfully. For this study, the researchers used Convenience Sampling as sampling technique. In this study, about 80 respondents are involved and the questionnaire are distributed in National Registration Department of Malaysia, Malacca. These 80 respondents represented on behalf of 100 employees from all department in National Registration Department of Malaysia, Malacca. The researchers used several methods like descriptive analysis, realibility analysis, spearman correlation, and multiple regression. Based on the findings, all 4(four) factors; Total Involvement, Customer Orientation, Continuous Improvements and Awareness of TQM indicate that there are positive relationships with improvements in Job Performance of employees. Based on the multiple regressions, it shows that Customer Orientation and Awareness of TQM is the most influential factors that contribute to improvements in the job performance of employees which in this case is the public servants at National Registration Department, Malacca.