Faculty of Business Management

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Name: Mohd Rahim Khamis
Title: An Analysis Of The Factors Determining Compliance Behavior Of Business Zakat Among Owners Of Smes In Selangor
Supervisor: Associate Prof. Dr. Ariffin Md Salleh (MS)
Associate Prof. Dr. Abdol Samad Nawi (CS)

The total number of business zakat payers among Muslim business entrepreneurs is still small despite numerous efforts undertaken by the zakat authorities and the government to encourage Muslim entrepreneurs to pay business zakat. This has been the subject of much research and investigation in recent years and has led to the issue of compliance behavior of business zakat among Muslim entrepreneurs. Specifically, the small number of payers impacts the collection of zakat on business since business zakat has a huge potential as the main contributor in the total zakat collection. As such, the overall aim of this study is to analyze the factors determining compliance behavior of business zakat among owners of SMES in Selangor. The analysis covers the measurement of the factors determining compliance behavior and the relationships between these determinant factors (religious practices, level of knowledge, length of business operation, organizational factors, government

Faculty of Hotel & Tourism Management

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Name: Norwahidah Abd Wahid
Title: An Empirical Analysis Of Leadership Styles And The Role Of Organizational Culture On Employees' Satisfaction In Malaysian Hotel Industry
Supervisor: Associate Prof. Dr. Artinah Zainal (MS)
Associate Prof. Dr. Salleh Mohd Radzi (CS)

The topics of leadership and organizational culture have fascinated considerable awareness from both academics and practitioners. The study examined the relationship of leadership style and organizational culture with employee satisfaction in the Malaysian hotel industry. As leadership style is a critical element in the success of an organization, organizational culture is also a crucial factor influencing the competitive strength of an organization. A large amount of the interest in the two areas is based on explicit and implicit claims that both leadership and culture are linked to employees' satisfaction. Although the links between leadership and performance and between culture and job satisfaction have been looked into separately, few studies have examined the correlation between the three concepts. The research also examined the leadership style used by hotel managers and the perceptions of that leadership practices by the employees relative to their job satisfaction. As for this research, two leadership style were studied (transactional and

Faculty of Information Management

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Name: Che Zainab Haji Abdullah
Title: E-Book Selection Practices And Initiatives Planning Towards Return On Investment In Malaysian Academic Libraries : Moving Into Patron-Driven Acquisition
Supervisor: Prof. Dr. Norliya Ahmad Kassim (MS)
Associate Prof. Dr. Wan Abdul Kadir Wan Dollah (CS)

This study investigates the e-book selection practices pertaining to patron-driven acquisition and library’s initiatives planning on providing e-book services toward return on investment in selected Malaysian academic libraries. This research employs a concurrent mixed-method through semi structured interviews and a survey. Ten experienced acquisition librarians informed in this interview. The qualitative data were transcribed and analysed manually. The common purchasing models of e-book in Malaysian academic libraries are subscription, packages, pick and choose and one-time purchase. None of the libraries adopts the patron-driven acquisition model as being investigated. The questionnaire used as an instrument in a quantitative approached to determine librarian perception on common e-book selection practices (resource sharing, accessibility, support distance education, sustainability, collection features, cataloguing e-structure and user friendliness) and library initiatives planning (technical support, personnel and training). The relationship between e-book selection practices, library initiatives planning and return on investment was further examined. Using stratified sampling, questionnaires were distributed to 150 librarians who are handling e-book in either acquisition, automation

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Name: Irwan Kamaruddin Abd Kadir
Title: Electronic Records Management (Erm) Practices At The Malaysian Federal Ministries: Exploring The Fundamental Organizational And Professional Issues
Supervisor: Associate Prof. Dr. Rusnah Johare (MS)
Dr. Hjh. Siti Arpah Noordin (CS)

This study is an attempt to gain greater understanding of the importance of departmental records officers’ (in Malaysian Government they are called ‘Pegawai Rekod Jabatan’ (PRJ)) roles and responsibilities on electronic records (e-records). The study adopted a case study approach that combined both quantitative and qualitative data. Quantitative data were gathered in the first phase of the study from 45 agencies under the Prime Minister’s Department. In the second phase of the study, qualitative data were gathered from face-to-face interviews with three PRJs from three agencies under the Prime Minister’s Department. To verify data gathered in the second phase of the study, four focus group (FG) discussions with 120 PRJs from 24 ministries and related agencies were conducted in the third phase of the study. The data derived from the PRJ have fulfilled the objectives of the study which are: To identify the record managers’ perspectives with regard to their responsibilities
incentives, law enforcement and business profile i.e. business location and business category) with compliance behavior of business zakat. To this end, data collected from the 276 SMEs entrepreneurs was analyzed through two statistical methods: Rasch Measurement Model and logistic regression analysis. Summary statistics, item polarity, item and person fit and unidimensionality analysis revealed that the measurement instrument used was deemed acceptable after the removal of several item measures and person responses. Response behavior among the SME entrepreneurs was represented by two groups; those who complied with business Zakat payment and vice versa as shown through the Person Item Distribution Map (PIDM). Besides, logistic regression analysis was employed to test the eight formulated hypotheses. The analysis revealed that religious practices, level of knowledge, organizational factors, government incentives, business location and business category have significant relationships with compliance behavior of business zakat while, length of business operation and law enforcement were rejected. Finally, the theoretical, practical and methodological implications of the findings of this study are also discussed.

transformational leadership style) and organizational culture will be mediating the relationship between leadership style and employees’ satisfaction. Organizational culture in the research perspective is defined as a common set of values and beliefs that are shared by members of an organization which influences how people perceive, think, and act. The independent variables are transactional and transformational leadership style was measured using an adapted Multifactor Leadership Questionnaire, the organizational culture as the mediating variable was measured using adapted Denison Organizational Culture Survey. The dependent variable, employees’ satisfaction, was also measured using the adapted Multifactor Leadership Questionnaire. Data were collected from 300 employees from 4 and 5 star rating hotels in Klang Valley and Selangor. Four research questions along with six hypotheses were tested. The finding of this research indicated that employees’ satisfaction is significantly related to the transactional leadership style used by the hotel manager. Furthermore, the research also identify that the nature of this relationship and presents empirical evidence indicated that the relationship between leadership style and employee satisfaction is mediated by the form of organizational culture that is present. Finally, the basis of this research was supported through an extensive literature review, followed by a statistical analysis to suggest conclusion and recommendation for future research.

or reference department. The statistical analyses include descriptive statistics, independent-samples t-test, the one-way analysis of variance (ANOVA), Pearson’s coefficient of correlation and Simple Regression analysis. The various analyses were undertaken using SPSS. The findings indicate that the collection feature of e-book selection practices is perceived by the librarians involved in the study as being relatively the most dominant dimension. This is followed by technical support, a dimension of library initiative planning. Fourteen dimensions (of e-book selection practices, library initiative planning and return on investment) are perceived to be important. The accessibility and training are perceived to be moderately important. Six dimensions of e-book selection practices (accessibility, support distance education, sustainability, collection features, cataloguing e-structure and user friendliness) are positively correlated in varying strengths with return on investment. Three dimensions of library initiatives planning are positively correlated with return on investment. Female respondents had better perceptions on resource sharing and support distance education than male respondents; respondents in the youngest age group (21-29 years) had a poorer perception on collection features and user friendliness than those from the other two age groups; perceptions on e-book selection practices are the same regardless of respondents’ grades, levels of education and lengths of service. Methodologically, the research illustrates the effective use of the mixed-method approach within the pragmatic research paradigm. The findings of the study are useful for the top management of libraries to realise that purchasing e-book would consequently contribute to the library’s return on investment (librarian’s time saving, cost saving, job commitment and increase in quality). The insight thus gives a better understanding of e-book selection practices within the context of Malaysian academic libraries.

in managing e-records within the context of fundamental organizational requirements; To find out the record managers’ perspectives with regard to their responsibilities in managing e-record within the context of professional requirements; and To ascertain factors that contribute to the surveyed records managers’ perspective about the fundamental organizational and professional issues that limit the implementation of their responsibilities on e-records as required by the “Elektronik- Strategi Pemeliharaan Arkb dan Rekod Kerajaan” (e-SPARK) project deliverables. Overall the data suggested that the PRJs’ perspectives on their roles and responsibilities which relates to the fundamental organizational and professional issues were influenced by the larger policy, organizational and professional context in which they function. Powerful forces from the top affected ERM practices by giving limited focus on PRJs’ roles and responsibilities and providing limited resources to PRJs for their career development on ERM as required by the e-SPARK project. Therefore, understanding on how PRJs work on e-records require an understanding how contextual factors shape and constrain PRJs’ practices based on the fundamental organizational and professional issues surrounding their roles and responsibilities on ERM in the Malaysian Federal Government agencies.