THE RELATIONSHIP BETWEEN LEADERSHIP STYLE AND EMPLOYEE ENGAGEMENT AT EMPLOYEE PROVIDENT FUND (EPF)

Prepared for: SIR MOHD AMLI BIN ABDULLAH @ BAHARUM

Prepared by:
NUR SYASYA SYAZWINA BINTI AZMAN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UITM) FACULTY OF BUSINESS MANAGEMENT

January 2018

ABSTRACT

The purpose of this study is to study the relationship between leadership styles towards employee engagement in Employee Provident Fund (EPF). There are two types of leadership styles which is transformational leadership and transactional leadership. These two types of leadership will measure the most affecting factor towards employee engagement at Employee Provident Fund (EPF). In this research, the researcher chooses simple random sampling as the method. Consequently, 82 questionnaires were distributed to the employees in Employee Provident Fund (EPF) and greatly the total returned is also 72. Then, the result of the questionnaire collected was analyzed by using Statistical Package for Social Science (SPSS) 20.0 and were further analyzed using frequency analysis, reliability, regression analysis and descriptive analysis.

TABLE OF CONTENTS

| P | age |
|---------------------------------|-----|
| CHAPTER 1 | |
| INTRODUCTION | 1 |
| Background of the Study | |
| Statement of the Problem | |
| | |
| Research Objectives | |
| Research Questions | |
| Hypotheses | |
| Significance of the Study | |
| Limitations of the Study | |
| Definition of Terms | 12 |
| CHAPTER 2 | |
| LITERATURE REVIEW | |
| Definition | 20 |
| CHAPTER 3 | |
| METHODOLOGY | |
| Research Design | |
| Sampling Frame | |
| Population | |
| Sampling Technique | |
| Sample Size | |
| Unit of Analysis | |
| Data Collection Procedures | |
| Instrument | 24 |
| Validity of Instrument | 25 |
| Reliability of Instrument | 25 |
| CHAPTER 4 | |
| FINDINGS AND DATA ANALYSIS | 27 |
| Introduction | 27 |
| Frequency Analysis | 28 |
| Descriptive Analysis | 29 |
| Reliability Test | 30 |
| Correlation Analysis | |
| Regression Analysis | 34 |
| Conclusion | |
| CHAPTER 5 | |
| CONCLUSIONS AND RECOMMENDATIONS | 38 |
| Conclusion | |
| Recommendations | |
| REFERENCES | |
| APPENDICES | 48 |
| A Cover Letter | 48 |

| В | Questionnaire | 54 |
|-----|--|------|
| C | Follow-Up Letter | |
| D | Data Analysis | |
| | LIST OF TABLES | |
| Tab | ple | Page |
| 1.0 | Employee Provident Fund (EPF) | 22 |
| | Demographic Profile of Respondent | |
| 4.2 | Descriptive Statistics of IV and DV | 29 |
| | Reliability Analysis | |
| | The Correlation between IV and DV | |
| | 1 Model Sumary of Multiple Regression Analysis | |

CHAPTER 1

INTRODUCTION

Background of the Study

Employee engagement is the relationship between employee and organization in the workplace dealing some task with all members to give the best result each day and always seeking to accomplish their goals, value and also contribute to make sure that the successful of the organization and also increase their own performance. It is according to Handa and Gulati (2014) and Kahn (1990) employee engagement refers to one, which is everything that relate with work, the employee and organizational have to combine their physically, cognitively and emotionally together in one work role. Simpson (2009) stated that there are several element that requires to employee to achieve their employee engagement target in the workforce which are sense of organizational belonging, sense opportunity for flow process and growth. Handa and Gulati (2014) wrote that employee engagement refers to the employee have to focused on their performance and always have a target to accomplish organizational goals and also increase their effort to produce excellent capacity.

Therefore, according to James (2011) wrote that by growing engaged employee will produce a good output for the organization. Blessing White (2013) stated that employee should