STUDY ON THE QUALITY OF WORK LIFE TOWARDS EMPLOYEES WORK ENGAGEMENT AT KUBANG PASU DISTRICT COUNCIL JITRA, KEDAH

Prepared for: PUAN HAJAH SITI KHALIJAH BINTI MAJID

Prepared by: NUR MASHIDAYU BINTI ZAKARIA BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM) FACULTY OF BUSINESS MANAGEMENT

JANUARY 2016

ABSTRACT

This purpose of this study is to study on the Quality of Work Life towards Employee's Work Engagement. The scope of the study involved permanent staff at Kubang Pasu District Council. The data of this study were gathered through the distribution of questionnaires and using simple random sampling techniques. In this study, the data collected were analyzed by using Statistical Package for Social Science (SPSS) software version 20.0. Based on the findings, the result identified that there was a relationship between the element in Quality of Work Life and employees work engagement. Researcher highly recommends on the element in Quality of Work Life play a role in order to achieve work engagement at Kubang Pasu District Council. From the entire independent variable in QWL, "safe and healthy working condition" was discovered as the most influential element in QWL while "adequate and fair compensation" was the least influential element. Researcher also wishes that there will be a study conducted in the future using other element in Quality of Work Life to know whether they carry the same result.

Table of Contents

ABSTRACT	
ACKNOWLEDGEMENT	vii
TABLE CONTENTS	i-ii
LIST OF TABLES	iii-i
LIST OF FIGURES	v
CHAPTER 1	
INTRODUCTION	1
Background of Study	
Statement of Problem	3-4
Research Objectives	4
Research Questions	4
Research Hypothesis	5
Significant of the Study	5-7
Limitations of Study	7
Definitions of Terms	8-9
CHAPTER 2	×
LITERATURE REVIEW	10
Definitions Quality of Work Life	10-11
Definitions Work-life Balance	11
Definitions Work Engagement	12
Factors Influence Quality of Work Life	12-17
Conceptual Framework	18-19
CHAPTER 3	
RESEARCH METHODOLOGY	
Introduction	20
Research Design	20-21
Sampling Frame	21
Population	21
Sampling Technique	
Sampling Size	22
Unit of Analysis	22
Survey Instrument	23
Validity of Instrument	23

Data Collection Procedures	23
Plan for Data Analysis	24
CHAPTER 4	
FINDING AND DATA ANALYSIS	
Introduction	25
Profile of Respondents	26-32
Reliability Test	33-36
Analysis of Data	37-62
Descriptive Statistics	63-66
Correlations	67-71
CHAPTER 5	
CONCLUSION AND RECOMMENDATION	
Conclusion	72-73
Recommendations	74-75
Recommendations for Future Research	76
REFERENCES	77-78
APPENDICES	
A Questionnaire	
B Data Analysis	

List of Table

3.0	Plan for Data Analysis	24
4.0	Gender of Respondents	26
4.1	Age of Respondents	27
4.2	Respondent Department	28
4.3	Respondent Education Level	29
4.4	Respondent Marital Status	30
4.5	Working Years of Respondent	31
4.6	Estimated Monthly Income	32
4.7	Rules of Reliability	33
4.8	Reliability for Adequate and Fair Compensation	34
4.9	Reliability for Work and Total Life Space	34
4.10	Reliability for Opportunity for Continue Growth and Security	35
4.11	Reliability for Safe and Healthy Working Condition	35
4.12	Reliability for Work Engagement	36
4.13	Analysis of Compensation 1	37
4.14	Analysis of Compensation 2	38
4.15	Analysis of Compensation 3	39
4.16	Analysis of Compensation 4	40
4.17	Analysis of Work and Total Life Space 1	41
4.18	Analysis of Work and Total Life Space 2	42
4.19	Analysis of Work and Total Life Space 3	43
4.20	Analysis of Work and Total Life Space 4	44
4.21	Analysis of Work and Total Life Space 5	45
4.22	Analysis of Growth and Security 1	46
4.23	Analysis of Growth and Security 2	47
4.24	Analysis of Growth and Security 3	48
4.25	Analysis of Growth and Security 4	49
4.26	Analysis of Growth and Security 5	50
4.27	Analysis of Working Condition 1	51
4.28	Analysis of Working Condition 2	52
4.29	Analysis of Working Condition 3	53
4.30	Analysis of Working Condition 4	54
4.31	Analysis of Working Condition 5	55