



**Faculty of Administrative Science & Policy Studies  
Universiti Teknologi MARA**

**Research Proposal: ADS 511**

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

Name of Students:

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Name of Supervisor:

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## **ACKNOWLEDGEMENT**

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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 review the final and complete research proposal and approve the submission of this report for evaluation

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## **ABSTRACT**

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 imlementing the elements of TQM sucessfully. 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 Performanc of employes. 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.