



اَوْنِيُوْرَسِيْتِي تِيْكُوْلُوْكِ مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

**EMPLOYEE ENGAGEMENT AMONG MANAGERIAL IN  
LEMBAGA TABUNG HAJI**

**FATIN HAAMIDAH BINTI MAZLAN**

**2016667064**

**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA  
KAMPUS BANDARAYA**

**JULY 2018**

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2016667064**

**Submitted in Partial Fulfilment of the  
Requirement for the  
Bachelor of Business Administration with Honours  
(Human Resource Management)**

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA  
KAMPUS BANDARAYA**

**JULY 2018**

**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA**

**“DECLARATION OF ORIGINAL WORK”**

I, Fatin Haamidah Binti Mazlan, (I/C Number: 950723-10-5084)

Hereby declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is result of my independent work and investigation, except where otherwise stated
- All verbatim extract has been distinguished by quotation marks and source of my information have been specifically acknowledge

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **LETTER OF SUBMISSION**

January 2018

The Head of program

Bachelor of business administrations (Hons) Human Resource Management

Faculty of Business Management

Universiti Teknologi MARA (UiTM)

Kampus Bandaraya Melaka

Of Jalan Hang Tuah

75300 Melaka

Dear Sir/ Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper title “Employee Engagement among Managerial in Lembaga Tabung Haji” to fulfil the requirement as needed by Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you,

Sincerely,

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(Fatin Haamidah Binti Mazlan)

## **ABSTRACT**

Public organization is non-profit institution and their focus is to provide efficient services for society rather for an individual. Public organizations often confront with high demand from society to deliver efficient services at low costs. Employees working in public organization must have engage with their work to ensure customers satisfy with their work then can increase organization productivity and performance. Employee engagement has become important variable to study because it can effect organization success. The objectives of this research is to determine and investigate which factors that can influence employee engagement among managerial level in Lembaga Tabung Haji, Kuala Lumpur. Convenience sampling techniques and personally administered questionnaires were used in this study. 193 questionnaires was collected from 273 and it was achieved 71% of response rate in this research. The data collected was evaluated through SPSS Version 22 software. Based on the result of regression analysis, there are two independent variable in this study were accepted and have positive relationship with employee engagement. However, change management and stress free environment are not significant towards employee engagement. Thus, career growth opportunities was the most influential variable towards employee engagement among managerial level in Lembaga Tabung Haji Headquarter.