

UNIVERSITI TEKNOLOGI MARA

**THE RELATIONSHIP BETWEEN
THE QUALITY OF WORK-LIFE AND
ORGANISATIONAL COMMITMENT
AMONG THE EMPLOYEES OF THE
TOP 10 GOVERNMENT-LINKED
COMPANIES IN MALAYSIA: SELF-
EFFICACY AS A MODERATOR**

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MSc

March 2021

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

This study underlined the quality of work-life and organisational commitment in the top 10 government-linked companies in Malaysia: self-efficacy as a moderator. The objective of this paper is to analyse the reliability of the instruments, namely the quality of work-life, organisational commitment, and self-efficacy. Self-efficacy has been chosen to be the moderating variable because it is one of the crucial constructs for gaining and understanding human cognition, action, motivation, and emotion. To explain further, the quality of work-life is essential for organisations to continually attract and retain employees, while organisational commitment acts as a pivotal element in determining the success of the organisation which can be divided into three (3) components that are affective, continuance, and normative. These three components have been conceptualised into one of the most quoted and presiding models, which is Mayer and Allen's three-component model of organisational commitment. In the recent situation, employees have become less committed to their organisation and this is now an increasing trend from year to year in Malaysian private sectors, marking it as one of the most common fretted upon issues in the working environment nowadays. In addition to this, it is found that employees have visibly shown less interest and lesser commitment to their organisation, which has become a widespread phenomenon in private working sectors within Malaysia. The sample for this study consists of 385 employees that are currently working at the top 10 of the chosen government-linked company in Kuala Lumpur. The respondents were conveniently selected, and the data was gathered through the distribution of questionnaires, which was later run by Statistical Package in Social Sciences Software (SPSS) version 25 for further analysis. Results of the study showed a relationship present between the quality of work-life and organisational commitment among the employees of the top 10 GLCs in Malaysia.

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