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THE RELATIONSHIP BETWEEN LEADERSHIP STYLE AND QUALITY OF
WORK LIFE AMONG SUPPORT STAFF AT SELECTED STATE STATUTORY
BODIES IN KUCHING, SARAWAK

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ABSTRACT

The primary purpose of this study is to determine the relationship between Leadership Style (Transformational and Transactional leadership) and Quality of Work Life among Support Staff at State Statutory Bodies (PERKESO & AIM) at Kuching, Sarawak. This quantitative correlational study sampled 123 support staff from both State Statutory Bodies whereas PERKESO is 73 of support staff and 50 of support staff at AIM. This instruments utilized included the Multifactor Leadership Questionnaire (MLQ), Quality of Work Life (QWL) instrument, and demographic information questionnaire.

Findings of this study found that most of the respondents are female which are total of 52 respondents. The benefit of this study is to assist leader implementing the correct leadership style with good quality of work life at the organization. The research shows that there is a moderate relationship between Leadership Style and Quality of Work Life which is positive, moderate and significant ($r = .430$, $p < 0.05$). The researcher used Statistical Package of Social Software (SPSS) to run the data.

To recommend for further study are the researcher should take into consideration individually different demographic factors can affect both leadership style (Transformational and Transactional) because their background can also affect the quality of work life of the employees.

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CHAPTER 1

INTRODUCTION

This chapter provides the overall picture of the research that is conducted. The background of research, research problems, research objectives and research questions, limitation of the study, significance and definition of terms are briefly expressed. Furthermore, this chapter answering why this research has conducted based on the following subject and the importance of the findings to the relevant parties.

Background of the Study

The Quality of Work Life (QWL) is a philosophy of a set of principles, which holds that, people are the most important resources in an organization. Sharma and Gupta (2011) suggested that quality of work life is a vital factor for organizational performance and an effective factor to motivate staff at work. Furthermore, if an organization offers the staff a high quality of work life, it will make a move for retaining and keeping those staff, thus, the organization can create a proper work environment for the staff and it can also improve the staff job satisfaction (Noor & Abdullah, 2012). From the aspect of leadership, according to Cornerstone (2014), leadership style drives successful human capital management by creating an environment that encourages and empowers employees. Likewise, McDaniel and DiBella-McCarthy (2012) used a case study to examine self-efficacy in leaders. They concluded that