THE STUDY OF THE RELATIONSHIP BETWEEN AMBIDEXTROUS LEADERSHIP IN PEJABAT TANAH KUALA TERENGGANU TOWARS AND EMPLOYEE'S INNOVATION

PREPARED FOR: MADAM ZURIA AKMAL BINTI SAAD

PREPARED BY: NUR SYAZWANI BINTI ABD GHAFAR BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM) FACULTY OF BUSINESS MANAGEMENT

DECEMBER 2016

ABSTRACT

This research study will be discussed on the study of the relationship between Ambidextrous Leadership towards Employee Innovation. The study aim to investigate the relationship between two variables which is opening and closing behaviour of leadership styles applied among leader towards employee innovation in *Pejabat Tanah Kuala Terengganu*. Leadership style that use by leader can brought employee's innovation included transformational, transactional, laisser-faire, autocratic, democratic and others.

From all the leadership styles, the study aim to use ambidextrous leadership theory which included both behaviour of opening and closing. This behaviour can determine which leadership style can be used towards employee's innovation. Throughout the findings, it concluded that both behaviours have strong positive relationship. From the statistic, it showed staffs choose moderately between opening and closing that give impacts on employee's innovation.

Data collections by this study are using questionnaire. All the data that have been collected will be analysed by using Analysis without Anguish (SPSS) version 20.0 for Windows. It will explain further on which factors that contribute and significant to the dependent variable that are being tested.

ACKNOWLEDGEMENT

بسُم الله الرَّحْ عن الرَّحِبُمِ

In the Name of Allah the Most Gracious the Most Merciful

First and foremost, I would like to express my gratitude to Allah S.W.T for giving

me the strength to complete this task. It is for sure that without His will and blessing, we

will not be able to complete this task in the given period and be able to submit it to my

advisor.

I would also like to thank our advisor, Madam Zuria Akmal Binti Saad, and all

the people who provided me with the facilities being required for the research study. It is

a wonderful experience to conduct my own research study as well as fulfilling our course

requirement in which is ASM662-Final Year Academic Project. This gratefulness also

goes to all of my family, friends, the consultant, Mr. Wan Rosdi bin Wan Mohamad and

for those who are always lending me help and support as well as giving idea on how to

complete my task.

Lastly, from the bottom of my heart, I hope that this research study will help all

the future research and would be guidance to them in this coming future.

NUR SYAZWANI BINTI ABD GHAFAR

December 29, 2015

Faculty of Business Management

University Teknologi MARA (UiTM)

iii

TABLE OF CONTENT

TITLE PAGE	i
ABSTRACT	i i
ACKNOWLEDGEMENT	iii
TABLE OF CONTENT	iv
LIST OF TABLES	vi
LIST OF FIGURE	
CHAPTER I	
INTRODUCTION	
Background of the Study	
Statement of the Problem	
Research Objective	7
Research Question	
Research Hypothesis	
Significant of Study	
Limitation of the Study	
Definition of Terms	
CHAPTER 2	12
LITERATURE REVIEW	
Ambidexterity Theory	14
Effect Use Ambidexterity Theory	
Employee's Innovation	
The Relationship between Leadership Style and Employee Innovation	
CHAPTER 3	
RESEARCH METHODOLOGY	
Research Design	
Sampling Frame	
Population	
Sampling Technique	
Sample Size	
Unit of Analysis	
Data Collections Procedures	
Instrument	
Validity of Instrument	
Plan of Analysis	
CHAPTER 4	
Findings and Discussion	
4.1 Survey Return Rate	
4.2 Frequency	
4.3 Descriptive Statistic Analysis	
4.3.2 Descriptive Statistic Analysis	
4.4 Correlation Analysis	
CHAPTER 5	
CONCLUSIONS AND RECOMMENDATIONS	
Conclusions	

Recommendations	39
Recommendations for Future Research	40
REFERENCES	41
APPENDICES	44
Appendix A	45
Appendix B	46
Appendix C	
Appendix D	
Appendix E	56
Appendix F	58
Appendix G	59
Appendix H	60