



**A STUDY OF TOTAL QUALITY MANAGEMENT (TQM)  
PRACTICES TOWARDS EMPLOYEES' AWARENESS IN  
PERBADANAN KEMAJUAN NEGERI MELAKA (PKNM)**

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**BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) INTERNATIONAL BUSINESS  
UNIVERSITI TEKNOLOGI MARA  
BANDARAYA MELAKA**

**APRIL 2010**

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**Submitted in Partial Fulfillment  
Of the Requirement for the  
Bachelor of Business Administration  
(Hons) International Business**

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FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITY TEKNOLOGI MARA  
BANDARAYA MELAKA**

**“DECLARATION OF ORIGINAL WORK”**

I, Hanee Nazyah Binti Ahmad Moghni, (I/C Number: 860910-35-5696)

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 degrees.
- This project paper is the result of my independent work and investigation except otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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

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

## LETTER OF SUBMISSION

MAY 2010

The Head of Program  
Bachelor of Business Administration  
(Hons) International Business  
Faculty of Business Management  
University Teknologi Mara  
No. 110, Off Jalan Hang Tuah  
75300 Melaka

Dear Sir,

### SUBMISSION OF PROJECT PAPER

Attached is the project paper entitled “**A STUDY OF TOTAL QUALITY MANAGEMENT (TQM) PRACTICES TOWARDS EMPLOYEES’ AWARENESS IN PERBADANAN KEMAJUAN NEGERI MELAKA (PKNM)**” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You.

Yours Sincerely,

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HANEE NAZYAH BINTI AHMAD MOGHNI  
2007137483  
Bachelor of Business Administration (HONS) International Business

## **ABSTRACT**

This research is about a study of total quality management (TQM) practices towards employees' awareness In Perbadanan Kemajuan Negeri Melaka (PKNM). The factors of TQM practices such as leadership, employees' awareness and training have been identified to investigate whether or not these factors influence the awareness of the employees. The survey was conducted in PKNM. The sample size of this study was 30 respondents who are the employees of the organization. Data was obtained using primary data. Respondents were required to answer the questionnaires that included the statements of each variable. Once the necessary data was collected, the data was analyzed and summarized in a readable and easily interpret form. The Statistical Package for the Social Science (SPSS) version 16 was used to summarize the data. The results are in form of reliability testing, descriptive statistic, T-test and correlation. Based on this research, the result indicates that all the factors of the TQM practices are correlated where it refer that there are significant relationship between independent variables (leadership and training) and dependent variables (employees' awareness). However, there is no significant relationship between employees' empowerment and employees' awareness. The conclusion of the study is the outcome of the survey analysis and findings. Finally, on the findings, some recommendations have been suggested in order to improve the understanding on how the employees can enhance the TQM practices in PKNM.