



THE RELATIONSHIP BETWEEN WORKLOAD, AUTONOMY AND SOCIAL
SUPPORT TOWARDS WORK ENGAGEMENT AMONG SUPPORT SERVICE
DIVISION STAFF AT KPJ PUTERI SPECIALIST HOSPITAL

MUHAMAD SHARIR ZAFIQ BIN SHAHIZAN
2016686358

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

JULY 2019

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, Muhamad Sharir Zafiq Bin Shahizan, (I/C Number: 951117015761)

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 the result of my independent work and investigation, except where 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

JULY 2019

DR. RAMESH KRISHNAN

Project Paper Advisor
Faculty of Business Management
Universiti Teknologi MARA
No 110, Off Jalan Hang Tuah
75300, Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER (HRM662)

Attached is the project paper titled “ **THE RELATIONSHIP BETWEEN WORKLOAD, AUTONOMY AND SOCIAL SUPPORT TOWARDS WORK ENGAGEMENT AMONG SUPPORT SERVICE DIVISION STAFFS IN KPJ PUTERI SPECIALIST HOSPITAL**” to fulfill the requirement as needed by the Faculty of Business Management, University Technology MARA.

Thank you

Yours sincerely,

MUHAMAD SHARIR ZAFIQ BIN SHAHIZAN

2016686358

Bachelor of Business Administration (Hons) Human Resource Management

TABLE OF CONTENTS

	Page
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	ix
LIST OF TABLES	x
ABSTRACT	xii
CHAPTER 1 INTRODUCTION	
1.1 Introduction	1
1.2 Background of Study	1
1.3 Problem Statement	4
1.4 Research Question	7
1.5 Research Objective	7
1.6 Significant of Study	7
1.7 Scope of Study	8
1.8 Definition of Terms	8
1.9 Chapter Summary	9

ABSTRACT

Work engagement has been one of the most primary dependent variable that many researchers studied for a long decade. The research objective is to examine whether workload, autonomy and social support have a significant relationship with work engagement. The Job Demand-Resource Model (JD-R) has been applied in this study. The target respondent in this study are the Support Service Division Staffs at KPJ Puteri Specialist Hospital. There are 148 staffs from different departments have been selected as a respondent for this research study. The collected data will be analyzed using Statistically Package for Social Science (SPSS) software which include the Descriptive analysis, Reliability analysis, Correlation analysis and Multiple Regression analysis. The result of this study revealed that only autonomy and social support have positive significant relationship toward the work engagement. Hence, this study will be useful to manager and leader of organization to have deeper understanding and broad knowledge of the importance of having engaged workers that leads to promote the good motivation and productivity, increase the profitability and improve the efficiency of organization.