

**UNIVERSITI TEKNOLOGI MARA**

**THE RELATIONSHIP BETWEEN  
WELL-BEING AND QUALITY OF  
LIFE (QOL): THE CASE STUDY OF  
URBAN MIDDLE INCOME (M40)  
CIVIL SERVANT IN PUBLIC  
SERVICE DEPARTMENT (PSD),  
PUTRAJAYA**

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Dissertation submitted in partial fulfillment  
of the requirements for the degree of  
**Executive Master of Administrative Science**

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## **AUTHOR'S DECLARATION**

I declare that the work in this dissertation 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 dissertation 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**

Due to the increasing cost of living and downfall of Malaysian Ringgit value, the quality of life (QoL) of Malaysians have been affected tremendously. Those who are staying in urban areas are more pressured by this economic condition. The government had implemented numerous programs for the public to help reduce their financial burden. One of the main highlights of the Eleventh Malaysia Plan (MP-11) emphasised that the middle income (M40) would earn a household income minimum of RM8,960. The majority of the M40 group is civil servants. Their remuneration scheme did not depends on market value but determined by their grade. This caused inequality between rural and urban civil servants as they received the same amount of remuneration since they are in the same job grade, as those in the rural areas do not have the concerns for economic factors faced by urban M40 civil servant. Hence, the main aim of this paper is to analyse Quality of Life (QoL) of urban M40 civil servant who lives in the city. It discusses the concept of QoL and review the factors affecting QoL among urban M40 civil servant. Using quantitative approach, 217 questionnaires were distributed in Public Service Department (PSD), Putrajaya among M40 officers. The findings showed the level of QoL among urban M40 civil servant was satisfactory with mean value 5.16. It was determined by referring to Diener et al. (1993) scale. At the same time, it showed that well-being index have a correlation with QoL among urban M40 civil servant after implementation of Pearson correlation test. Among all well-being indicators, the most influential factors towards QoL was family under social well-being with  $\beta=0.3$  above others. In conclusion, in order to improve the QoL among urban M40 civil servant, economic factors should not be the sole factor, as social well-being is also an important aspect to determine the QoL of individuals among urban M40 civil servant.

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## TABLE OF CONTENTS

	Page
<b>EXAMINATION CERTIFICATE</b>	<b>i</b>
<b>AUTHOR'S DECLARATION</b>	<b>ii</b>
<b>ABSTRACT</b>	<b>iii</b>
<b>ACKNOWLEDGEMENT</b>	<b>iv</b>
<b>TABLE OF CONTENTS</b>	<b>v</b>
<b>LIST OF TABLES</b>	<b>x</b>
<b>LIST OF FIGURES</b>	<b>xii</b>
<b>LIST OF ABBREVIATIONS</b>	<b>xiii</b>
<b>CHAPTER ONE: INTRODUCTION</b>	<b>1</b>
1.1    Research Background	1
1.2    Problem Statement	2
1.3    Research Objectives	4
1.4    Research Questions	4
1.5    Scope of Study	4
1.5.1    Respondents	4
1.5.2    Time	5
1.5.3    Location	5
1.6    Significance of Study	5
1.6.1    Civil Servant	5
1.6.2    Urban Middle Income	6
1.6.3    Government	6
1.6.4    Future Research	6
1.7    Definition of Terms, Terminology and Concepts	6
1.7.1    Quality of Life	6