



**THE IMPACT OF TOTAL QUALITY MANAGEMENT ON
EMPLOYEES' JOB SATISFACTION AT MAHKOTA
MEDICAL CENTRE, MALACCA.**

SITI ASMA BINTI ABDUL JAMAL

2006819785

**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) MARKETING
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

APRIL 2009

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

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"DECLARATION OF ORIGINAL WORK"

I, Siti Asma binti Abdul Jamal (I/C Number: 861203-30-5168)

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 successfully acknowledged.

Signature:

.....

Date:

.....

LETTER OF SUBMISSION

April 2009

The Head of Program
Bachelor of Business Administration (Hons) Marketing
Faculty of Business Management
Universiti Teknologi MARA
Kampus Bandaraya Melaka
Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "The Impact of Total Quality Management on Employees' Job Satisfaction at Mahkota Medical Centre" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You.

Yours sincerely

SITI ASMA BINTI ABDUL JAMAL

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Bachelor of Business Administration (Hons) Marketing

ABSTRACT

The purpose of this research is to examine the perception of Total Quality Management (TQM) and its impact on job satisfaction within employees' of Mahkota Medical Centre (MMC). My research is conduct to determine the relationship between Total Quality Management (TQM) and MMC's employees' job satisfaction. The five TQM components that the researcher chooses in this research are organizational trust, customer focus, rewards and recognition, teamwork, and organizational culture. I want to identify whether there is a relationship between TQM and level of employees' job satisfaction at MMC. The researcher chooses to use descriptive research design as research method and the researcher use survey in order to collect the data. Data used in this research are primary data and so on secondary data such as journal and articles. The researcher also use structured questionnaire design to obtain the data in order to convenience the respondent to give feedback because most of them busy with their work.

The sample size in this research is 50 respondents of MMC's employees' itself. From the result, researcher found that the most important of TQM component that affect employees' job satisfaction is organizational culture, followed by organizational trust, rewards and recognition, teamwork and the less important is customer focus.