



**INVESTIGATING THE FACTORS OF WORKFORCE AGILITY AT  
LEMBAGA ZAKAT NEGERI KEDAH**

**ABDUL RAHMAN BIN ABDOL RAZAK  
2016686312**

**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
PERLIS**

**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, (ABDUL RAHMAN BIN ABDOL RAZAK), I/C Number : (930127-02-5397 )**

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: July 12, 2019

## TABLE OF CONTENTS

<b>Title</b>	<b>Page</b>
TITLE PAGE	i
ACKNOWLEDGEMENT	iv
LIST OF TABLES	vii
LIST OF FIGURES	viii
LIST OF ABBREVIATIONS	ix
ABSTRACT	x
<b>CHAPTER 1 INTRODUCTION</b>	<b>1 – 4</b>
Background of the study	1 – 2
Problem statement	2 - 3
Research objectives	3
Significance of the study	4
<b>CHAPTER 2 LITERATURE REVIEW</b>	<b>5 – 13</b>
2.1 Organizational Practices and Workforce Agility	5 – 9
2.2 Psychological Empowerment and Workforce Agility	10 – 12
2.3 Theoretical Framework	13
<b>CHAPTER 3 RESEARCH METHODOLOGY</b>	<b>14 – 15</b>
3.0 Introduction	14
3.1 Respondents of the Study	14
3.2 Measurements	15
<b>CHAPTER 4 ANALYSIS OF DATA</b>	<b>16 – 40</b>
4.1 Demographic Profile	16 – 26
4.2 Variables Analysis	27 – 35
4.3 Reliability Analysis	36
4.4 Correlational Analysis	37
4.5 Multiple Regressions Analysis	38 - 39
4.6 Hypotheses Testing	40

<b>CHAPTER 5</b>	<b>DISCUSSION</b>	<b>41 – 45</b>
	5.1 Discussion and Implications	41 – 43
	5.2 Limitations and Future Research	44
	5.3 Conclusion	45
<b>REFERENCES</b>		<b>46 – 50</b>
<b>APPENDICES</b>		<b>51 - 67</b>

## **ABSTRACT**

Recognizing that a very low number of studies have been done on the agility of the workforce, current research aims to assess the impact of organizational practices in the form of organizations learning and training, compensation, involvement, teamwork, information systems and also psychological empowerment on the workforce agility. The research has been conducted in Lembaga Zakat Negeri Kedah (LZNK). Qualitative data have been collected consist of 100 employees at Lembaga Zakat Negeri Kedah (LZNK). Data have been analyzed using descriptive analysis, reliability analysis, variable analysis, correlation analysis and multiple regression analysis. Hence, this study discovered that organizational practices related to workforce agility proved that organizational practices can improve the traits and behavior of the workforce.