



**THE FACTORS OF TOTAL QUALITY MANAGEMENT (TQM) AFFECT TENAGA
NASIONAL BERHAD (TNB) BIDOR PERFORMANCE**

**NORIZZATY BINTI SHAHABUDIN
2011660806**

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(OPERATION MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
PULAU PINANG**

JULY 2014

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION (HONS.)
OPERATION MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
PERMATANG PAUH
PULAU PINANG**

“DECLARATION OF ORIGINAL WORK”

I, Norizzaty Binti Shahabudin, I/C Number: (910728-XX-XXXX)

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 for 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 acknowledgement.

Signature:

Date:

ACKNOWLEDGEMENT

Bismillahirrahmanirahim, first and foremost, I am grateful to Allah the Al-Mighty for giving me strength and sustain me in good health in order for me to complete this thesis.

I would like to take this opportunity to express my profound gratitude appreciation to my first project advisor Supervisor Puan Nor Aminin Binti Khalid, for her guidance, intellectual brainstorming and her advice on the scope of the research that need I to be done.

I also take this opportunity to express my deep regards to my second advisor Puan Nur Hayati Abd Rahman for her exemplary guidance, monitoring and constant encouragement throughout the course of this thesis.

I also would like to record my greatest appreciation and respect to Puan Shaira Binti Ismail for the intellectual brainstorming session she had provided to me. The blessing, help and guidance given by her time shall carry me a long way in the journey of life on which I am about to embark.

This thesis would not have been possible without an incredible support from lovely my parents and my best friend. I am honored to acknowledge my father Shahabudin Ali, my mother Normadiah Abdullah and my best friend Nazreena Mohammed Yasin with their encouragement, understanding and valuable advices towards completion of this thesis.

I take this opportunity to express a deep sense to all staff TNB Bidor, Perak especially to Puan Fatimah Abd Rani for the guidance, support, valuable time and valuable information provided by them in their respective fields during the period of preparation this thesis.

TABLE OF CONTENT

TITLE PAGE	i
DECLARATION OF ORIGINAL WORK.....	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF FIGURE	ix
LIST OF TABLE.....	x
ABSTRACT	xi
CHAPTER 1	1
INTRODUCTION	1
1.0 INTRODUCTION.....	1
1.1 BACKGROUND OF STUDY	1
1.2 BACKGROUND OF COMPANY	3
1.2.1 TNB VISION	6
1.2.2 TNB MISSION.....	6
1.2.3 CUSTOMER FOCUS	6
1.3 PROBLEM STATEMENT	6
1.4 RESEARCH OBJECTIVE	9
1.4.1 General Objective.....	9
1.4.2 Specific Objective.....	9
1.5 RESEARCH QUESTIONS	9
1.6 SIGNIFICANT OF THE STUDY	10
1.6.1 TO THE EMPLOYEE	10
1.6.2 To The Organization.....	10
1.6.3 To Other Researcher.....	11
1.7 SCOPE OF STUDY.....	11
1.8 LIMITATIONS OF THE STUDY	12
1.8.1 Time	12
1.8.2 Accuracy.....	12
1.8.3 LIMITATIONS OF DEPENDENT VARIABLES.....	12
1.9 CONCLUSION	13
CHAPTER 2	14

ABSTRACT

Tenaga Nasional Berhad (TNB) is one of the companies that have a big responsible to supply the electrical to all customer. The problem is how the organizational want to achieve the target and wants to improve the organizational performance as a whole. Therefore the purpose of this research is want to find the problem and find the solution to improve the performance of the organizational. Researcher used about 70 employees as a respondent in this research in TNB Bidor. The result that comes out from the research is want to find the relationship between two variable which is dependent variable and dependent variable. The dependent variable that researcher decide to used is organizational performance and the independent variable that researcher used are leadership, training and customer focus.