THE RELATIONSHIP BETWEEN LEADERSHIP STYLE AND
QUALITY OF WORK LIFE AMONG THE SUPPORT STAFF AT
SELECTED GOVERNMENT AGENCIES IN KOTA SAMARAHAN

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ABSTRACT

The aim of this study was to determine which leadership styles are being practiced in the selected government agencies in Kota Samarahan. This was accomplished through quantitative method of data collection namely questionnaires. In this study there are 92 questionnaires were distributed to the respondents which came from selected department at selected government agencies in Kota Samarahan. These study reveal that both leadership styles should be applied in the MPKS and IADA to have a better quality of work life. The correlation analysis revealed that transformational leadership and transactional leadership has a high and significant relationship towards quality of work life. The findings of this study provides a benefits of using a good leadership styles in the organization that affected the quality of work life. It is recommended for future studies to increase the number of respondent to have a better result for this study.

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CHAPTER 1

INTRODUCTION

This chapter provides the overall picture of the research that is conducted. The background of research, research problems, research objectives and research questions, limitation of the study, significance and definition of terms are briefly expressed. In addition, this chapter will answer why this research has conducted based on the following subject and the importance of the findings to the relevant parties.

Background of the Study

The Quality of Work Life (QWL) is a philosophy of a set of principles, which holds that, people are the most important resources in an organization. (Gupta, 2011) suggested that quality of work life is a vital factor for organizational performance and an effective factor to motivate staff at work. Furthermore, if an organization offers the staff a high quality of work life, it will make a move for retaining and keeping those staff, thus, the organization can create a proper work environment for the staff and it can also improve the staff job satisfaction (Noor & Abdullah, 2012).

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