THE RELATIONSHIP BETWEEN QUALITY OF WORK LIFE AND ORGANIZATIONAL COMMITMENT AMONG STAFF IN KANEKA (MALAYSIA) SDN. BHD., PAHANG

Prepared For: MISS NOORAZZILA BINTI SHAMSUDDIN

Prepared By: MOHAMAD NAZMIE ZAIM BIN ABD AZIZ BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)

UNIVERSITI TEKNOLOGI MARA (UITM) FACULTY OF BUSINESS MANAGEMENT

ABSTRACT

The title for this study is the relationship between quality of work life and organizational commitment at Kaneka (Malaysia) Sdn. Bhd., Pahang. The purpose of this study was to investigate the relationship between quality of work life and organizational commitment in Kaneka (Malaysia) Sdn. Bhd. Besides that, these studies also want to investigate the most factor of quality of work life that influence the organizational commitment among employee in Kaneka (Malaysia) Sdn. Bhd. The data were gathered through the questionnaire distributed to the employee at Kaneka (Malaysia) Sdn. Bhd. And 110 respondents are chosen in order to determine the relationship between quality of work life and organizational commitment in Kaneka (Malaysia) Sdn. Bhd. The study was found that there is strong and moderate relationship between quality of work life and organizational commitment at Kaneka (Malaysia) Sdn. Bhd.

ACKNOWLEDGEMENT

Alhamdulillah, Glory to Allah S.W.T., The most Gracious and The Most

Merciful is upon His Messenger Holy Prophet Muhammad S.A.W I am very grateful

to Almighty Allah S.W.T for giving me strength ad opportunity to complete this final

project paper. Without His Grace and Mercifulness, this project may not be complete

I time. Firstly, I would like to thanks my respected project advisor, Miss Noorazzila

Binti Shamsuddin for her guidance, advice, comments and constants support at all

stage of this research. It would have been impossible without his guidance. I would

also to take this opportunity to thank to my parents and family with my override

gratitude for them, who have given me support, encouragement and sacrifices

regarding this project paper. I am blessed to have families who have been the sources

of inspiration. Moreover, I would like to express my special gratitude to all my friends

for their nice views on my thesis. Finally, I would like to thank to those who have I

not mentioned, but generous time and cooperation. Lastly, my special

acknowledgement goes to UiTM for granting me the opportunity to pursue my study I

this Bachelor in Office Systems Management (Hons), Faculty of Business

Management. I appreciate of your help and will not forget you all. Thank you.

Mohamad Nazmie Zaim bin Abd Aziz

Faculty of Business Management

Universiti Teknologi Mara (UiTM)

ii

TABLE OF CONTENTS

	Page
ABSTRACT	i
ACKNOWLEDGEMENT	ii
LIST OF TABLES	iii
LIST OF FIGURES	iv
CHAPTER 1 INTRODUCTION Background of the Study Statement of the Problem Research Objectives Research Questions Limitations of the Study Significance of the Study Definition of Terms	4-5 6 6 7
CHAPTER 2 LITERATURE REVIEW Quality of Work Life Career Development Reward System Organizational Commitment Affective Commitment Continuance Commitment Normative Commitment. Quality of Work Life and Organizational Commitment. Independent Variables Dependent Variables Research Hypotheses	11-12 12-14 14 14-15 15-16 16-17 17-19 20
Research Design 2 Sampling Frame 2 Population 2 Sampling Technique 2 Sample Size 2 Unit of Analysis 2 Data Collection Procedures 2	22 22 22-23 23 23 44 4-25 5

LIST OF TABLES

Table		Page
3.1	Sampling Technique	24
3.2	Data Collection Procedures	25
3.3	Plan of Data Analysis	27
4.0	Cronbach Alpha Test for Organizational Commitment and	2,
	Quality of Work Life (Pilot data)	28
4.1	Cronbach Alpha Test for Organizational Commitment and	20
	Quality of Work Life (Actual data)	29
4.2	Skewness and Kurtosis Values for Independent Variable and	
	Dependent Variables	29
4.3	Age	30
4.4	Gender	31
4.5	Educational Level.	31
4.6	Working Experience	32
4.7	Reward System	33
4.8	Total Mean Reward System	34
4.9	Career Development	34
4.10	Total Mean Career Development	34
4.11	Affective Commitment	35
4.12	Total Mean Affective Commitment	36
4.13	Continuance Commitment	.36
4.14	Total Mean Continuance Commitment.	37
4.15	Normative Commitment	37
4.16	Total Mean Normative Commitment	.37
4.17	Correlation Coefficients among Independent Variable and Dependent Variable	38
4.18	Descriptive statistics for factors of quality of work life	39
4.19	Total Mean and standard deviation for reward system and career development	
4.20	Correlation between quality of work life and organizational commitment	41
4.21	Summary of Hypotheses Testing.	41