THE RELATIONSHIP BETWEEN QUALITY OF WORK LIFE AND ORGANIZATIONAL COMMITMENT AMONG EMPLOYEES AT ZUN UTARA INDUSTRY SDN. BHD.

Prepared for: MISS NOORAZZILA BINTI SHAMSUDDIN

Prepared by:
MOHD FIRDAUS BIN MOHAMAD
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UITM) FACULTY OF BUSINESS MANAGEMENT

JANUARY 2015

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 and opportunity to complete this final project paper. Without His Grace and Mercifulness, this project may not be complete in time. Firstly, I would like to thank my respected project advisor, Miss Noorazzila Binti Shamsuddin for her continuous guidance, advice, comments and constants support at all stage of this research. I would also to take this opportunity to thank 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 or may thesis. Finally, I would like to thank to those who have I not mentioned, but has contributed throughout this research whether directly or indirectly. Thank you for your generous time and cooperation. Lastly, my special acknowledgement goes to UiTM for granting me the opportunity to pursue my study in this Bachelor in Office Systems Management (Hons), Faculty of Business Management. I appreciate of your help and will not forget you all. Thank you.

Mohd Firdaus Bin Mohamad
January 2015
Faculty of Business Management
Universiti Teknologi Mara (UiTM)

ABSTRACT

The topic for this study is the relationship between quality of work life and organizational commitment at Zun Utara Industry Sdn. Bhd. The purpose of this study is to investigate and identify the relationship between quality of work life and organizational commitment at Zun Utara Industry Sdn. Bhd. Besides that, this study also wants to investigate the factors of quality of work life that influences the organization commitment in Zun Utara Industry Sdn. Bhd. Furthermore, this study also wants to investigate the the most contributing factors of quality of work life that influence commitment in Zun Utara Industry Sdn. Bhd. and also to determine whether is there any relationship between quality of work tife and organizational commitment in Zun Utara Industry Sdn. Bhd. The data analysed through the questionnaire distributed to the employees at Zun Utara Industry Sdn. Bhd. which were 113 respondents in order to determine the relationship between quality of work life and organizational commitment. This study was found that there was a relationship between quality of work life and organizational commitment at Zun Utara Industry Sdn. Bhd.

LIST OF TABLES

Tabl	e Page
3.1	Sampling Technique23
	Plan for Data Analysis24
	Survey Return Rate
4.2	Instrument Reliabilities for Pilot Test
4.3	Reliability of Actual Data29
4.4	Normality Test30
4.5	Age of Respondents31
4.6	Gender of Respondents
4.7	Respondent's Educational Level
4.8	Respondent's Working Experience34
4.9	Mean & Standard Deviation for Rewards System
4.10	Mean & Standard Deviation for Career Development
4.11	Mean & Standard Deviation for Effective Commitment
4.12	Mean & Standard Deviation For Combinuance Commitment
4.13	Mean & Standard Deviation for Normative Commitment
4.14	Correlation Coefficients among Independent Variable and Dependent Variable 1
4.15	Descriptive Statistic for Reward System and Career Development
4.16	Descriptive Statistic for Reward System and Career Development
4.17	Correlation Coefficients among Independent Variable and Dependent
4.18	Correlation Coefficients among Career Development and Organizational Commitment44
4.19	Correlation Coefficients among Reward System and Organizational Commitment44

TABLE OF CONTENTS

	Page
ABSTRACT	i
ACKNOWLEDGEMENT	ii
LIST OF TABLES	iii
TABLE OF CONTENTS	iv-v
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	1-4 4-5 6 6 6-7
CHAPTER 2 LITERATURE REVIEW Quality of Work Life Career Development Reward System Organizational Communent Affective Commitment Continuance Commitment Normative Commitment Quality of Work Life and Organizational Commitment Independent Variables Dependent Variables Research Hypotheses	10-11 11-12 12-14 14 14-15 15-16 16-17 17-19 19
CHAPTER 3 METHODOLOGY Research Design Sampling Frame Population Sampling Technique Sample Size Unit of Analysis Data Collection Procedures Instrument Validity of Instrument	. 22 22 22-23 23 24 24