

**THE RELATIONSHIP BETWEEN THE QUALITY OF
WORK LIFE AND ORGANIZATIONAL
COMMITMENT AMONG STAFF IN HOSPITAL
MACHANG, KELANTAN**

SITI NORNADIA BINTI ZULKARNAIN

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA (UTM)**

2015

ABSTRACT

This research was conducted to find out the relationship between the quality of work life and organizational commitment among staff in Hospital Machang, Kelantan. The objectives were identify the factors of quality of work life that influences the organizational commitment, to identify the most contributing factors of quality of work life that influence organizational commitment and to investigate whether there is any relationship between the quality of work life and organizational commitment among staff in Hospital Machang, Kelantan. Correlation research was used and questionnaire was used as research instrument. The sample population of 180 staffs was taken and the respondents were stratified based on 13 departments in the Hospital Machang, Kelantan. The results show the factors of quality of work life that influences the organizational commitment among staff in Hospital Machang, Kelantan were career development or reward system. The most contributing factors of quality of work life that influence organizational commitment was career development. The results shows there were weak positive relationship between the quality of work life and organizational commitment among staff in Hospital Machang, Kelantan. The study concludes that quality of work life can influence the organizational commitment by reward system and career development. Several recommendations were suggested which is the organization must require the effective training program, the organization must improve the communication between supervisor and peer and the organization must get more supports from the employees. The several recommendations for future research are future research must conduct the study based on different organization, using the large sample and conduct the study based on the different factors of quality of work life.

ACKNOWLEDGEMENT

I would like to thank Allah SWT because give me strength to complete this project paper. I would like to express my sincere gratitude to my advisor Miss Noorazzila Binti Shamsuddin for the continuous support of my degree study and research, for her patience, motivation, enthusiasm, and immense knowledge. I could not have imagined having a better advisor and mentor for my degree study.

Besides my advisor, I would like to thank the rest of my thesis lecturers. Miss Nooradzlina Binti Mohd Pauzi, Miss Norrini Binti Mohammad and Mr. Ibbrahim Bin Zakaria for their encouragement.

My sincere thanks also goes to my thesis partners, Mohd Nazmie Zaim Bin Abd Aziz, Mohd Firdaus Bin Mohamad and Nur Fadhlin Sakina Binti Roslan for all ideas and knowledge that been shared throughout the thesis completion.

Last but not least, I would like to thank my parents for their support whether by financial and emotional throughout my degree.

Siti NorNadia Binti Zulkarnain

January 20, 2015
Bachelor's Degree in Office System Management
Faculty of Business Management
Universiti Teknologi MARA Malaysia

TABLE OF CONTENTS

	Page
ABSTRACT	i
ACKNOWLEDGEMENT	ii
LIST OF TABLES	v
LIST OF FIGURES	vi
CHAPTER 1	
INTRODUCTION	1
Background of the Study	4
Statement of the Problem	6
Research Objectives	6
Research Questions	7
Limitation of the Study	8
Significance of the Study	8
Definition of Terms	8
CHAPTER 2	10
LITERATURE REVIEW	10
Definition	20
Conceptual Framework.....	20
Hypotheses.....	21
Independent Variable.....	21
Dependent Variable.....	21
CHAPTER 3	22
METHODOLOGY	22
Research Design	23
Sampling Frame	23
Population	23
Sampling Technique	24
Sample Size	25
Unit of Analysis	25
Data Collection Procedures	26
Instrument	27
Validity of Instrument	27
Plan of Data Analysis	27
CHAPTER 4	29
FINDINGS AND DISCUSSION OF THE STUDY.....	29
Survey Return Rate.....	30
Reliability Test.....	31
Normality Test.....	31
Descriptive Statistic.....	32

CHAPTER 1

INTRODUCTION

Chapter Overview

This chapter tells the readers about the background of the study and problem statement regarding the quality of work life. This chapter also shows the research objective, research question, limitation of the study, significant of study, and definition of terms.

Background of the Study

There is not a new field between the basis of life quality and performance management, but they are look to have ambiguous concept. In order to make it clear about the performance management, the life quality is aligning with the life style as well as dealing with the system performance. Thus, the management plays a key role in any system (Bramzadh, Ebrahimzadeh, Masoumeh and Taghavi, 2014). The life quality and performance management have a relationship because employees have different personalities, behavior and life style in order to achieve the good performance in their employment.