

THE RELATIONSHIP BETWEEN QUALITY OF WORK LIFE AND JOB
PERFORMANCE AMONG LECTURERS IN PRIVATE COLLEGES IN
KUANTAN

Prepared for:
ASSOC.PROF.DR BAHAROM ABD RAHMAN

Prepared by:
ABDULLAH SANI MAZLAN
MASTER IN OFFICE SYSTEMS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY

NOVEMBER 2010

ABSTRACT

This research is to discover whether the quality of work life among the lecturers in private colleges has an impact in their work performance. The literature provided discusses the two variables of quality of work life and job performance. Quality of work life as independent variables (i.e. remunerations, working environment, job security and safety and job satisfaction) was tested to indicate whether there is a relationship or not with job performance as a dependent variable. Data were collected from 161 lecturers who are attached with several private colleges in Kuantan such as Kolej Cosmopoint, Kolej Ikip, Kolej Islam Sultan Haji Ahmad Shah, Kolej Olympia, Kolej Pacific, Kolej PSDC and Kolej Shahputra. The study showed that each aspects of quality of work life (QWL) has an effect on job performance. The result depicts that all of the four aspect of quality of work life have significant and positive relationship with job performance. Finally, the study found that the quality of work life framework by Hayrol *et al.* was suitable to be used in studying lecturers job performance and could represent an appropriate framework for studying quality of work life in private colleges in Kuantan, Pahang.

ACKNOWLEDGEMENT

First of all, I would like to thank Allah s.w.t, the Almighty, for all His bless and guidance in finishing this research. This dissertation, while an individual work, benefited from the insights and direction of several people.

Secondly I would like to thank my precious respondent that actively participated in this study, for their willingness, cooperation and their time in filling my questionnaire. Also not forgetting their colleges administrator that allow me to distribute my questionnaire. Without their involvement, this study cannot be completed successfully.

I would like to express, my deepest gratitude to my supervisor, Assoc.Prof.Dr. Baharom Abd Rahman, for his excellent guidance, caring, patience and providing me with an excellent atmosphere for doing research.

Besides from that, I also would like to sincerely thank and gratitude to my wife, Sapinah Ismail and also my parents that alway praying for me and not forgetting two elder brother, three brother and three sister that always always supporting me and encouraging me with their best wishes in finishing this research.

Finally, I also like to thank my colleagues and my friends for their help, share knowledge and giving me precious idea throughout this study.

Abdullah Sani Mazlan

November 5, 2010
Faculty of Office Management and Technology
Universiti Teknologi MARA (UiTM) Malaysia

TABLE OF CONTENT

	Page
ABSTRACT.....	ii
CANDIDATE’S DECLARATION.....	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENT.....	v-vi
LIST OF TABLES.....	vii
LIST OF FIGURES.....	viii
CHAPTER 1	
INTRODUCTION	
Background of the study.....	2-3
Problem statement.....	3-5
Research Objectives.....	5
Research Questions.....	5
Hypothesis.....	5
Significance of study.....	6
Limitation of the Study.....	7-8
Definition of Terms.....	8-10
Chapter Summary.....	10
CHAPTER 2	
LITERATURE REVIEW	
Introduction.....	11
Quality of Work Life.....	11-13
Remunerations.....	14-16
Job Security and Safety.....	16-17
Job Satisfaction.....	17-18
Working Environments and Workplace.....	18-19
Previous Research on Quality of Work Life.....	19-20
Independent Variable.....	22-23
Dependent Variable.....	24
Chapter Summary.....	24
CHAPTER 3	
RESEARCH METHODOLOGIES	
Introduction.....	25-26
Research Design.....	26-27
Sampling Frame.....	27
Population.....	28
Sample Size.....	28
Sample Technique.....	30
Unit of Analysis.....	30

Instruments.....	30-32
Validity of Instruments.....	32-33
Reliability of the Instruments.....	33-34
Data Collection Procedures.....	35
Data Analysis.....	35-38
Chapter Summary.....	38
CHAPTER 4	
FINDING AND DISCUSSION	
Introduction.....	39
Response rate.....	40
Test for normality.....	40-41
Descriptive Statistics	
Section A Demographic.....	42-48
Section B Quality of work life.....	49-53
Section C Job performance.....	54-55
Analysis of Data: Correlation	56-58
Multiple regression.....	59-63
Chapter summary.....	64
CHAPTER 5	
CONCLUSIONS AND RECOMMENDATION	
Introduction.....	65
Demographic.....	66-67
Conclusion for Research Question.....	68-69
Recommendation and discussion.....	69-71
Suggestion for future research.....	71
Chapter summary.....	71
REFERENCES.....	72-75
APPENDICES	
APPENDIX A: Cover letter and questionnaire.....	76-82
APPENDIX B: Skewness and Kurtosis.....	83
APPENDIX C: Histogram.....	84-90
APPENDIX D:BOX PLOT.....	91-101
APPENDIX E:Descriptive statistics.....	102-115
APPENDIX F: Test of normality.....	116-118