

THE RELATIONSHIP BETWEEN LEADERSHIP STYLE AND
QUALITY OF WORK LIFE AMONG THE SUPPORT STAFF IN
LAND AND SURVEY SARAWAK, SAMARAHAN DIVISION

Prepared for:
MADAM LEVIANA ANDREW
MADAM NG KUI CHOO

Prepared by:
SITI SAHIRA BINTI DARAME
DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

DECEMBER 2017

ACKNOWLEDGEMENT

I would like to express my special appreciation and thanks to Madam Leviana Andrew for been a tremendous mentor for me and thanks for all the positive comments and suggestions. I would like to thank you for encouraging my work and providing necessary guidance concerning my research. I am also grateful to Dr. Norlina Mohamed Noor and Madam Ng Kui Choo, for provision of expertise and have dedicated their passion to educate and nurture the student, I would like to thank you for your wise advices and guidance. Without their superior knowledge and experience, my research would like in quality of outcomes, and thus their support has been essential. I would like to express our sincere thanks towards each member in research group because they give 100% commitment and cooperation to be able to finish this research for this semester. Nevertheless, a special thanks to my family for supported me and classmate for their kind co-operation and encouragement which help us in completion of this research. Finally, I give thanks to Allah, for bless my project and letting me through all the difficulties for make the project successful.

Siti Sahira Binti Darame

December 18, 2017

Faculty of Business and Management

Universiti Teknologi MARA (UiTM)

ABSTRACT

This empirical study is accomplished to predict Quality of Work Life in relation to Transformational and Transactional Leadership. This study to identify the worker is not happy with working area and dissatisfaction with the types of leadership. The sample consists of 80 people in Land and Survey Sarawak, Samarahan Division. This was accomplished through quantitative method of data collection namely questionnaire. The finding of study revealed that transformational and transactional leadership are important to get the good of quality of work life. Pearson correlation and regression analysis was carried out for the collected data. The correlation analysis revealed that transformational leadership has high and significant relationship toward quality of work life. This finding indicated that it is recommends for future studies to further investigate the different types of leadership are used in that organization or other organization.

Keyword: *Transformational Leadership, Transactional Leadership, Quality of Work Life*

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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. Sharma and 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).