

**KUALITI KEHIDUPAN KERJA DI KALANGAN AHLI
KESATUAN SEKERJA SYARIKAT TELEKOM
MALAYSIA BERHAD ALOR SETAR KEDAH
DARUL AMAN**

MOHD NAZRI BIN ZAKARIA

UNIVERSITI UTARA MALAYSIA 2001

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KESATUAN SEKERJA SYARIKAT TELEKOM
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DARUL AMAN**

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Sebagai memenuhi sebahagian daripada keperluan
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Kertas projek Sarjana ini dikemukakan sebagai memenuhi sebahagian daripada keperluan pengijazahan program sarjana sains pengurusan Universiti Utara Malaysia. Saya bersetuju membenarkan pihak perpustakaan universiti mempamerkan sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada tesis ini untuk tujuan akademik adalah dibenarkan dengan kebenaran penyelia tesis atau Dekan Sekolah Siswazah. Sebarang bentuk salinan dan cetakan bagi tujuan komersil adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Pernyataan rujukan kepada penulis dan Universiti Utara Malaysia perlulah dinyatakan jika sebarang bentuk rujukan ke atas tesis ini.

Kebenaran untuk menyalin atau menggunakan kertas projek sarjana ini sama ada secara keseluruhan ataupun sebahagian daripadanya hendaklah dipohon melalui :

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ABSTRAK

Perubahan persekitaran pemiagaan yang begitu drastik dalam menghadapi abad ke-21 telah mempengaruhi dan mengubah organisasi pekerjaan yang turut memberi kesan kepada kualiti kehidupan kerja pekerja. Tujuan kajian ini adalah untuk menentukan perhubungan yang wujud terhadap faktor-faktor kualiti kehidupan kerja kepada ahli kesatuan. Penggunaan teori motivasi dalam meneliti kualiti kehidupan kerja yang secara langsung berkaitan dengan produktiviti telah digunakan untuk menggambarkan kehendak ahli kesatuan sekerja. Teori-teori ini seperti Teori Keperluan Hirarki Maslow, Teori X dan Y, Teori *Hygiene* dan Teori keperluan Mc Clelland's. Di samping itu, pelaksanaan teori di dalam organisasi yang berbentuk Pengurusan Melalui Objektif, Program Pengiktirafan Pekerja, Program Penglibatan Pekerja dan Kitaran Kualiti dalam menentukan kualiti kehidupan kerja yang diperuntukkan oleh organisasi kepada ahli kesatuan. Ulasan terhadap karya kualiti kehidupan kerja didasarkan kepada 8 faktor yang diutarakan oleh Walton (1973). Pendekatan multidimensional Walton ini digunakan di dalam mengkaji kualiti kehidupan kerja yang meliputi kesemua aspek pekerjaan. Seramai 127 orang ahli kesatuan sekerja telah dipilih secara rawak sebagai sampel kajian yang meliputi pelbagai bahagian yang terdapat di Syarikat Telekom Malaysia Bhd Alor Star. Penganalisaian data dilakukan dengan menggunakan perisian *Statistical Package for Social Sciences Version 10.0 (SPSS)*. Analisa deskriptif dilakukan untuk melihat min, sisihan piawai, julat, frekuensi dan peratusan bagi aspek demografi dan keseluruhan faktor-faktor kualiti kehidupan kerja. Analisa statistik inferensi dilakukan untuk meneliti faktor-faktor kualiti kehidupan kerja seperti korelasi Pearson, faktor analisis dan regresi berganda. Keputusan daripada faktor analisis yang dibuat mendapati bahawa hanya 7 faktor yang berhubungan antara satu sama lain daripada 8 faktor yang dikaji. Namun begitu hanya 2 faktor yang dominan dalam menentukan kualiti kehidupan kerja kepada ahli kesatuan iaitu integrasi sosial dalam organisasi pekerjaan dan peraturan dalam organisasi pekerjaan.

ABSTRACT

The objective of this study is to examine the relationship of the quality of work life factor to the union members. The drastic changes in business environment in the new millenium have influenced many organizations, which in turns change quality of work life of workers. Motivation theories such as Maslow's Hierarchical Needs Theory, Theory X and Y, Hygiene Theory and Mc Clelland Theory have been studied and applied in the efforts to understand workers' need. Management concepts such as Management by Objectives (MBO), Employee Recognition Programs, Employee Involvement Program and Quality Circle were also considered. The review of the quality of work life literature is based on Walton (1973) multidimensional 8 factors approach. Data were collected through questionnaire given to 127 randomly chosen member union workers of various departments at Syarikat Telekom Malaysia Bhd Alor Star Kedah. Statistical Package for Social Science Ver. 10.0 (SPSS) was used for data analysis. Descriptive analysis was done to obtain the mean, standard deviation, range, frequency and percentage for demographic and quality of work life factors. In order to examine the relationship, inferential statistics were applied to get the Pearson Correlation, Factor Analysis and Multiple Regression was used. The findings through the factor analysis, it is found that only 7 factors showed the relationship to one another and influenced to the union members. Only 2 factors were found dominant to the workers which is social integration in the work organization and rules in the work organization.

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BAB I

PENDAHULUAN

1.1 LATAR BELAKANG KAJIAN

Lebih 30 tahun pelbagai teori dan praktikal yang telah dilakukan untuk membina suasana tempat kerja yang lebih baik dan sihat. Kajian telah dilakukan dengan pelbagai eksperimen sama ada di dalam makmal atau secara sebenar untuk melihat perubahan yang berlaku terhadap organisasi di Amerika Syarikat dan negara-negara lain.

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