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**THE INFLUENCE OF HUMAN RESOURCE MANAGEMENT  
PRACTICES ON EMPLOYEE ENGAGEMENT AT PORT KLANG AUTHORITY**

**BY**

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**UUM**  
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**Thesis Submitted to**

**Othman Yeop Abdullah Graduate School of Business,  
Universiti Utara Malaysia,  
In Partial Fulfillment of the Requirement for the  
Master of Human Resource Management**



Othman Yeop Abdullah  
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## ABSTRACT

The aim of the study is to determine the Human Resource Management (HRM) practices, namely supervisory behavior, employee communication and employee development, that influenced employee engagement of the employees at Port Klang Authority (PKA). This quantitative study was conducted among 152 PKA employees. The data were analyzed by using The Statistical Package for Social Sciences (SPSS) version 19. The findings showed that employee development was the only independent variable had a positive and significant impact on employee engagement. Recommendations and implications for future study and practices were also revealed.

Keywords: Human resource management, employee engagement, statistical package social sciences



## ABSTRAK

Objektif utama kajian ini adalah untuk mengkaji hubungan di antara amalan Pengurusan Sumber Manusia iaitu tingkah laku penyeliaan, komunikasi dan pembangunan pekerja, pembangunan pekerja, dengan penglibatan pekerja terhadap penglibatan pekerja di Lembaga Pelabuhan Klang (LPK). Untuk mencapai objektif kajian, kaedah kuantitatif telah digunakan dan data dikutip melalui pengedaran soal selidik. Sejumlah 152 soal selidik telah diedarkan. Data dianalisis dengan menggunakan Pakej Statistik untuk Sains sosial (SPSS ) versi 19. Dapatan kajian menunjukkan bahawa hanya satu pemboleh ubah bebas iaitu pembangunan pekerja sahaja yang mempunyai hubungan yang positif dan signifikan terhadap penglibatan pekerja. Cadangan dan implikasi untuk kajian dan amalan masa depan juga dibincangkan.



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Kata kunci: Pengurusan sumber manusia, penglibatan pekerja, pakej statistik sains sosial

## ACKNOWLEDGEMENT

First and foremost, I would like to convey my gratitude to Port Klang Authority's (PKA) Chairman Y. Bhg Tan Sri Dato' Seri Kong Cho Ha for employing me as a staff at PKA.

I would like to extend my appreciation to my supervisor Madam Norizan Binti Hj Azizan for her thoughtfulness, dedication, finest supervision, advice and support throughout this thesis process.

To my beloved parents, thank you for loving and raising me. I would like to express a special appreciation and gratitude especially my father, Mr. Mariappan and my husband, Mr. Lokachandar, who have shown me their support and their encouragement in completing my thesis.

Thank you for all your prayers, patience, support, and word of encouragement for me to keep going till the final end of this journey.

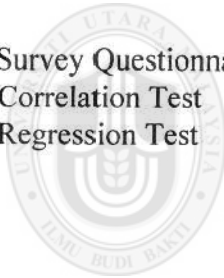


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# CHAPTER ONE

## INTRODUCTION

### 1.0 Introduction

This study focused on factors that impact employee engagement at Port Klang Authority (PKA). It also intends to magnify the research on Human Resource Management (HRM) practices that contribute to employee engagement such as supervisory behavior, employee communication and employee development.

This chapter concluded with the background to the research, problem statement, research questions, research objectives, and the significance of the study.

### 1.1 Background of the study

Human capital plays an important role in a country's economic growth. The significance of human resource in every organization cannot be denied. Human resources also become the strength of pillar of an organization. In fact, the employees are the best source of the organization as they are the most firm asset that can keep away an organization from its challenger. Past research argued that great administration of human asset can boost and maintain excellent of the organization (Khan, 2010). Thus, the important administration of human asset can influence the achievement of the organization.

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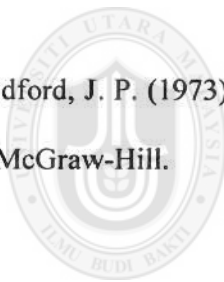
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