

**THE INFLUENCE OF HUMAN RESOURCE MANAGEMENT PRACTICES
ON WORK ENGAGEMENT: THE CASE OF LECTURERS IN POLYTECHNIC
TUANKU SYED SIRAJUDDIN**

BY

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THE INFLUENCE OF HUMAN RESOURCE MANAGEMENT PRACTICES

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ABSTRAK

Objektif utama kajian ini adalah untuk menentukan pengaruh amalan Pengurusan Sumber Manusia iaitu sokongan kepimpinan dalam dasar-dasar pentadbiran, komunikasi pekerja, pembangunan kerjaya dan ganjaran dan pengiktirafan terhadap penglibatan pekerja. Untuk mencapai objektif, kaedah kuantitatif telah digunakan dan data dikumpulkan melalui soal selidik. Sebanyak 140 soal selidik telah diedarkan kepada 8 jabatan di Politeknik Tuanku Syed Sirajuddin, Arau, Perlis. Hanya 120 soal selidik telah diterima dan digunakan untuk analisis lanjut.

Data dianalisis dengan menggunakan ujian korelasi Pearson, analisis regresi dan ujian frekuensi. Hasil kajian menunjukkan bahawa, terdapat hubungan antara amalan Sumber Manusia dengan penglibatan kerja. Semua pembolehubah bebas secara positif dengan penglibatan pekerja kerana nilai P kurang daripada 0.01 ($p < 0.01$), ia adalah penting.

Akhir sekali, analisis regresi antara amalan Pengurusan Sumber Manusia dan penglibatan kerja menunjukkan bahawa komunikasi pekerja adalah nilai beta yang tertinggi bahawa komunikasi pekerja didapati menjadi faktor yang paling penting dalam menerangkan penglibatan kerja.

Kesimpulannya, didapati bahawa amalan HRM mempunyai pengaruh ke atas penglibatan kerja pekerja. Faktor demografi juga mempengaruhi tahap penglibatan pekerja. Ini menunjukkan bahawa pengurusan perlu membuat perubahan dan penyusunan semula pembangunan secara teratur dalam polisi-polisi amalan pengurusan sumber manusia bagi mencapai tahap pengukuhan dalam penglibatan pekerja di politeknik ini.

ABSTRACT

The main objective of this study is to determine the influence of Human Resources Management (HRM) practices (leadership support in administrative policies, employee communications, career development and rewards and recognitions) on employee work engagement. To attain the objectives, the quantitative method was used and data were collected through questionnaires. A total of 140 questionnaires were distributed to 8 departments in Polytechnic Tuanku Syed Sirajuddin, Arau, Perlis. Only 120 questionnaires were received and used for further analysis.

The data were analyzed using Pearson correlation, regression analysis and frequency test. The findings exhibited that, there were relationship between Human Resource practices with work engagement. All the independent variables are positively correlated with employee engagement since P value less than 0.01($p < 0.01$), it is significant.

Lastly, the regression analysis between HRM practices and work engagement indicated that employee communication is the highest beta value that employee communications were found being the most important factor in explaining work engagement.

In conclusion, it is observed that HRM practices have influence on the employee work engagement. Demographic factors also affect the engagement level of the employees. This shows that employers need to develop a proper and well-structured HRM policies in attaining high work engagement level among the employees.

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CHAPTER 1

INTRODUCTION

1.0 Background of Study

The Department of Polytechnic Education is committed to provide quality, efficient and customer-friendly services to the highest level of objectivity, confidentiality, integrity and professionalism. The Ministry of Higher Education through the Department of Polytechnic has to ensure that the country's semiprofessional workforce and executive levels must meet the industries' requirements and needs accordingly. In the year 2010, the Ministry of Higher Education in Malaysia has implemented thorough transformation in the technical and polytechnic education system conducted by the Polytechnic Education Department. The transformation plan for the polytechnic education is to upgrade the technical and polytechnic education sector to be the alternative choice for those who want to pursue their higher education in technical and specialized skills.

The Transformation plan will also upgrade the primer polytechnic's to focus on the experts, becoming a centralized repository knowledge in the polytechnic teaching sector and in specialized fields or niche in line with the country development industry. This transformation plan when be implemented will shift polytechnic roles and functions in the higher learning sector and fulfill the needs of human development based on technology and industry. (Mohamed Khaled Nordin 2010).

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