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**THE IMPACT OF EMPLOYEE INDIRECT PARTICIPATION CHANNEL ON
DECISION MAKING PROCESS IN DEPARTMENT OF IRRIGATION AND
DRAINAGE HEAD QUARTERS (JPSHQ) AND FEDERAL TERRITORY OF
KUALA LUMPUR (JPSWPKL)**

By



NOORHAYATI BINTI NOORDIN



**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business
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In Partial Fulfillment of the Requirement for the Master of Human Resource Management**



Othman Yeop Abdullah
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ABSTRACT

Industrial relations (IR) are getting more important for an organization to produce right decision. This is because the relationship between employer and employee could produce a result accepted by every entity that is capable of generating organizational development in harmony. One element in industrial relations is the employee participation, which channeled directly or indirectly. Indirect employee participation is represented by relationships establish through trade union and joint consultation. The purpose of this study is to examine which indirect employee participation channel could affect decision making process in Department of Irrigation and Drainage Head Quarters (JPSHQ) as well as Federal Territory of Kuala Lumpur (JPSWPKL). A survey of 78 employee starting October 2016 until November 2016, among Support Group's employee were selected using simple random sampling. Inferential, descriptive statistics, correlation, multiple regression analysis was run through SPSS version 17 to test the research hypothesis. Decision making process was selected as dependent variable and 5 hypotheses have been developed. Indirect employee participation channel such as union, joint consultation, and the implementation of Industrial Relations Act 1967 (IRA) were selected and adapted. Multiple regression analysis shows that 31.1% factors explained in the study. Pearson Correlation results show that all hypotheses are accepted and positively significance to decision making process. Finding, theoretical implication, suggestion for future studies and recommendation are suggested.

Key words: Industrial relations, employee participation, indirect employee participation, trade union, joint consultation and implementation of Industrial Relations Act 1967.

ABSTRAK

Perhubungan industri menjadi semakin penting dalam usaha membantu organisasi membuat keputusan yang tepat. Ini kerana hubungan yang terjalin diantara majikan dan pekerja dapat menghasilkan suatu keputusan yang diterima oleh setiap entiti yang mampu menjana pembangunan organisasi dalam keadaan yang harmoni. Salah satu elemen dalam perhubungan industri adalah penglibatan pekerja yang disalurkan melalui penglibatan secara langsung dan tidak langsung. Penglibatan tidak langsung pekerja adalah diwakili oleh hubungan yang diwujudkan melalui kesatuan dan majlis bersama. Tujuan kajian ini adalah untuk menguji dan membuktikan penglibatan tidak langsung pekerja yang dapat mempengaruhi proses pembuatan keputusan di Jabatan Pengairan dan Saliran Ibu Pejabat (JP SHQ) serta Jabatan Pengairan dan Saliran Wilayah Persekutuan Kuala Lumpur (JP SWPKL). Suatu kajian terhadap 78 pekerja bermula Oktober 2016 sehingga November 2016 di kalangan pekerja Kumpulan Sokongan dengan menggunakan pensampelan rawak mudah. Statistik inferensi, statistik deskriptif, kolerasi, analisis regresi pelbagai telah dijalankan melalui SPSS versi 17 untuk menguji kajian hipotesis. Pembuatan keputusan telah dipilih sebagai pembolehubah bersandar dan 5 hipotesis telah dipilih. Saluran penglibatan tidak langsung pekerja dalam perhubungan industri seperti kesatuan sekerja, majlis bersama dan pelaksanaan penguatkuasaan Akta Perhubungan Industri 1967 (IRA) telah dipilih dan diadaptasikan. Analisa regresi berganda menunjukkan bahawa 31.1% faktor dijelaskan dalam kajian ini. Keputusan 'Pearson Correlation' menunjukkan bahawa semua hipotesis diterima dan mempunyai kaitan positif terhadap pembuatan keputusan. Keputusan, implikasi teori, cadangan untuk kajian masa depan juga disyorkan.

Kata kunci: *Perhubungan industri, penglibatan pekerja, penglibatan tidak langsung pekerja, kesatuan sekerja, majlis bersama dan pelaksanaan penguatkuasaan Akta Perhubungan Industri 1967.*

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LIST OF ABBREVIATIONS

CB	Collective Bargaining
CUEPACS	Congress of Union of Employees in the Public and Civil Services
EP	Employee Participation
EDP	Employee Direct Participation
EIP	Employee Indirect Participation
DJC	Departmental Joint Council
ILO	International Labor Organization
IRA	Industrial Relation Act 1967
JPSHQ	Department of Irrigation and Drainage Head Quarters
JPSWPKL	Department of Irrigation and Drainage Federal Territory of Kuala Lumpur
MTUC	Malaysia Trade Union Congress
NJC	National Joint Council
r	Correlation Coefficient
R^2	R square
TUA	Trade Unions Act 1959

CHAPTER ONE

INTRODUCTION

1.1 Background of Study

Industrial relations as a whole basically connected with the legal aspects of the labour collective as opposed to individual aspects, which would highlight the role and relationship between trade unions and employers as well as the function and the role played by the government in this connection. However, it also emphasizes on the important aspects relating to the individual employment relationship (Poole, M., Lansbury, R. & Wailes, N., 2001).

Industrial relations are important element in the development of an organization. It determines how the parties involved in these relationships interact and co-operate in order to reach an agreement in a harmonious and beneficial to all parties involved. Aminuddin, M. (2003) emphasizes three main parts in this relationship, there are, the employers and trade unions relationship, the employment law's framework provided and the employment contract's disciplinary procedures and termination. However, basically there are so many differences in implementation that involves the procedures, practices, policies, values and attitudes depending on the features used by the organization; sizes, type of companies and enterprises sector (private or public) (Poole, M., Lansbury, R. & Wailes, N., 2001). Each of them contains a list of endless variations. In addition, each organization has a specific internal and external environment; government, customers, shareholders, trade unions, suppliers, competitors and public that influenced by the existence, implementation system and the hierarchical structure of their choosing. Diversity in the implementation of policies, attitudes and values that prevail in the organizational environment will also affect the results. Furthermore, it will impact directly and indirectly on the industrial relations practices (Marchington, M., 2005).

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