



**ORGANIZATIONAL COMMITMENT AND ITS IMPACT TOWARDS
JOB PERFORMANCE AMONG BERNAS' EMPLOYEES**

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JULY 2014

DECLARATION OF ORIGINAL WORK



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Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of any independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date: JULY 4th, 2014

LETTER OF TRANSMITTAL

Faculty of Business Management
Universiti Teknologi MARA
110 Off Jalan Hang Tuah,
75300 Melaka
June 28, 2013

Dr. Najihah Hanisah Bt. Marmaya
Practical Training Advisor
Faculty Business Administration
Universiti Teknologi MARA
110 Off Jalan Hang Tuah,
75300 Melaka

Dear Dr. Najihah Hanisah,

RE: SUBMISSION OF THE FINAL THESIS REPORT

With reference to the above matter, enclosed here is my research paper entitled "Organizational Commitment and its impact towards Job Performance among BERNAS' employees".

This research paper is a partial requirement for the fulfillment of Bachelor Business Administration (Hons) International Business. The objectives of the study conducted are to determine whether organizational commitment's components influence job performance among BERNAS' employees and to identify the most influence organizational commitment's component towards job performance among BERNAS' employees.

Hopefully, this report meets your requirement and expectation, thank you.

Your sincerely,

MUHAMMAD ADRI BIN ABD RAHMAN

ABSTRACT

Job Performance is a serious issue in every organization not only in BERNAS or other random organization in Malaysia but in any organization in the whole world to be precise. Previous study have shown that, job performance of an individual plays vital role in an organization's growth because it highly influences the overall firm's performance and also functions as the key variable in work and organizational psychology. It is due to the fact, since by having committed employees, organization can achieve a great performance as a whole. However, past study have been conducted that there were varieties of components that impact on employees' job performance but according to Allen (1990), employees' organizational commitment has serious and potential effects on organization's performance and can be an important predictor of organizational effectiveness. Therefore, this study was conducted to determine organizational commitment and its impact towards job performance among BERNAS' employees. Participants were 151 BERNAS' employees who completed the 9-item by Tawiah (2009) for Job Performance and 24-item by Allen & Meyer (1990) for Organizational Commitment includes 8-item for Affective Commitment, 8-item for Continuance Commitment and 8-item for Normative Commitment. All the data and information gathered were coded, process and analyzed by using Statistical Package for Social Science (SPSS) version 20 to produce a relevant and accurate result. The result of the findings will help employees to gain awareness on the main factor and help them to manage and improvise their job performance in the near future. Recommendations for future research also have been discussed.

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