THE RELATIONSHIP BETWEEN TASK IDENTITY, TASK AUTONOMY AND FEEDBACK WITH ORGANIZATIONAL COMMITMENT AMONG EMPLOYEES IN JABATAN KETUA MENTERI MELAKA (JKMM)

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JUNE 2016
DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
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“DECLARATION OF ORIGINAL WORK”

I, NUR AMIRAH BINTI ABDUL GHAFAH (930907045196) AND NURUL SHAFIKA BINTI ZULPIKRI (930905045358),

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 our independent work and investigation, except where otherwise stated.
• All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature: __________________________________________ Date: 27th June, 2016
LETTER OF TRANSMITTAL

Puan Suhailah Binti Kassim
Faculty of Business Management
Universiti Teknologi Mara
110 Off Jalan Hang Tuah
75300 Melaka

Dear Madam,

We submit here with the attached report entitled “The Relationship between Task Identity, Task Autonomy and Feedback with Organizational Commitment among Employees in Jabatan Ketua Menteri Melaka (JKMM).

This report examines whether there is significant relationship between task identity, task autonomy and feedback with organizational commitment.

We hope you find this report satisfactory. Thank you.

Sincerely,

Nur Amirah Binti Abdul Ghafar
Nurul Shafika Binti Zulpikri
Bachelor of Business Administration with Honours (Human Resource Management)
Faculty of Business Management
Universiti Teknologi Mara

27th June, 2016
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ABSTRACT

Organizational commitment is one of the major challenges in human resource management and without commitment employees; organization stands to suffer in terms of efficiency and effectiveness. The study aimed to determine the relationship between task identity, task autonomy and feedback with organizational commitment among employees in Jabatan Ketua Menteri Melaka (JKMM) using Hackman’s Job Characteristics Theory. Hence, the research hypothesis was to examine whether there is significant relationship between task identity, task autonomy and feedback with organizational commitment. The research design used a quantitative approach. Methodology of research used was descriptive statistics, correlations and reliabilities. The dependent variable is organizational commitment and independent variables represent task identity, task autonomy and feedback. A sample of 248 employees was obtained from a population of 730 employees. The population was conveniently approached and primary data was collected using questionnaires. The data collected was edited, coded, and tabulated. It was analyzed using SPSS (statistical package for social scientists) version 20. Findings showed the direction of the relationship between all variables is positive relationship meaning that independent variables have a significant effect on organizational commitment. The study recommends that managers of organizations can use these findings to make human resource decisions regarding job analysis.