A STUDY ON RELATIONSHIP BETWEEN ORGANIZATIONAL COMMITMENT AND JOB BURNOUT AMONG EMPLOYEES AT NORTHPORT (MALAYSIA) BHD.

NOOR SYAHMINA BT ZAWAWI
2006142961

Submitted in Partial Fulfillment of the Requirement for the Bachelor Business Administration (Hons) Human Resource

FACULTY OF BUSINESS MANAGEMENT
UITM, MELAKA

APRIL 2009
DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION (HUMAN RESOURCE)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITY TEKNOLOGI MARA

“DECLARATION OF ORIGINAL WORK”

I, NOOR SYAHMINA BINTI ZAWAWI, (I/C NUMBER: 840507-10-5322)

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 my 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: ___________
LETTER OF SUBMISSION

6 APRIL 2009

The Head of Program
Bachelor of Business Administration (Human Resource)
Faculty of Business Management
University Teknologi MARA
Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka.

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 662)

Attached is the project paper titled ‘A STUDY ON RELATIONSHIP BETWEEN ORGANIZATIONAL COMMITMENT AND JOB BURNOUT AMONG EMPLOYEES AT NORTHPORT (MALAYSIA) BHD’ to fulfill the requirement as needed by the Faculty of Business Management, University of Technology MARA.

Thank you,

Yours sincerely,

NOOR SYAHMINA BINTI ZAWAWI
2006142961
Bachelor of Business Administration (Human Resource)
# TABLE OF CONTENT

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>ii</td>
</tr>
<tr>
<td>TABLE OF CONTENTS</td>
<td>iii</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>iv</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>v</td>
</tr>
<tr>
<td>LIST OF ABBREVIATIONS</td>
<td>vi</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>vii</td>
</tr>
</tbody>
</table>

## CHAPTER 1: INTRODUCTION

1.0 Introduction ................................................................. 1  
1.1 Background of company .................................................... 1  
1.2 Background of study ....................................................... 6  
1.3 Problem statement ........................................................... 7  
1.4 Research objectives ....................................................... 9  
1.5 Significance of study ..................................................... 10  
1.6 Hypothesis ........................................................................ 11  
1.7 Research Question ............................................................ 12  
1.8 Theoretical framework ....................................................... 13  
1.9 Limitation of study ......................................................... 14  
1.10 Definition of terms ......................................................... 15  

## CHAPTER 2: LITERATURE REVIEW

2.0 Introduction ..................................................................... 17  
2.1 Organizational commitment ................................................. 17  
2.2 Commitment ................................................................. 18
ABSTRACT

This research is conducted to study the Organizational Commitment and Job Burnout among employees at Northport (M) Bhd. While much research has been conducted on these two variables separately, very little has been done in terms of understanding the relationship between them. This research aims to examine the impact of job stress or known as job burnout on the organizational commitment of a representative of NMB employee. Organizational commitment, including affective commitment, continuous commitment, and normative commitment, refers to work relations in the organizations, and how these relations influence the employees well being, behaviour, and contribution to the organization. In obtaining employees opinion towards this issue, researcher has distributed 60 questionnaires to the respondents and only 50 usable questionnaires were returned. Researcher used the Statistical Packages for Social Sciences (SPSS) version 16.0 to analyze all data. The data was analyzed using Reliability Test, Descriptive Analysis, and Pearson’s Correlation Analysis. The result shows that most of the respondents agreed that continuous commitment influences job burnout. All of this is based on the findings through the questionnaire been distributed for this study.