



UNIVERSITI TEKNOLOGI MARA

“The Relationship between Job Satisfaction and Organizational  
Commitment among Uniformed Personnel in the Public Sector:  
A case Study at the Malaysia Royal Customs Department of Port  
Klang, Selangor.

AZIAN BINTI MANAP

2001312690

BACHELOR OF CORPORATE ADMINISTRATION (HONS)

## **ACKNOWLEDGEMENT**

Alhamdulillah, first and foremost I would like to express my thankful to Allah the Almighty, the mercy of giving me the inner strength and chance to complete my research study successfully. Because of his generosity, this study is already booking. This completion of this represent the cooperation and helpful by a number of individual in MARA University Of Technology and Malaysia Royal Customs Department.

A number of individuals have helped to make this research report. First I owe an enormous intellectual debt to my advisor, Associate Professor Rozalli Hashim who has contributed greatly to my research study. By his willingness to provide constructive guide and comments on my work.

Second For the Director of Selangor Customs Dato' Wazir bin Hj. Muaz for his approval on my application to conduct this study under his department. I also would extent my gratitude to Puan Rosmina Omar, the customs officer in training department for her cooperation in doing this research and to En. Aladi bin Arifin for his cooperation.

My thankful to my lovely parents who always encourage me to do well in my studies. Finally I am indebted to my colloques for creating an environment within which I am enjoy to do my work.

Hopefully this report will further enhance perspective and understanding on factors that affect the level of satisfaction and commitment among the employees. Lastly I will of course blame all errors and omissions contains in this report on my self.

## **ABSTRACT**

Organizational Commitment and job satisfaction may determine the successful and the failure of the organization, which mean borganization, can sustain their performance when it have a dedicated, competitive workforce and the quality of its commitment. Therefore this study are examine the relationship between job satisfaction and organizational commitment among uniformed personnel in the public sector. A case study at the Malaysia Royal Customs of Port Klang Selangor. A sample of 60 uniformed staffs in Malaysia Royal Customs Department was interviewed. The study is try to find the relationship between job satisfaction and organizational commitment with the demographic factors (age, gender, status, education, salary, job tenure and race), work it-self, pay, promotion, supervision and co-workers. Instead of interviews and self administered questionnaires other method of research that have been used in this study like data collection, cluster sampling technique, also statistical package for social sciences (SPSS). The findings hopefully can contribute and help the Malaysia Royal Customs Department in enhance the level of job satisfaction and organizational commitment.

## TABLES OF CONTENT

---

**Declaration**

**Letter of transmittal**

**Acknowledgement**

**Abstract**

### **Chapter one: Introduction**

1.1 Background of the study	1-2
1.2 Job satisfaction	2-10
1.3 Organizational Commitment	11-15
1.4 Problem statement	16
1.5 Research Question	17
1.6 Research objectives	18
1.7 Scope of the research	19
1.8 Significant of the study	20
1.9 Limitation of the study	21-22
1.10 Terms and concept	22

### **Chapter two: Literature review**

2.1 Conceptual/ research framework	23
2.1.1 Job satisfaction	23-36
2.1.2 Organizational Commitment	36-46