



اَوْنُوْرَسِيْتِي تِيكُونُوْ لُوْ كِي مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

**“ORGANIZATIONAL COMMITMENT AND INNOVATIVE WORK BEHAVIOR  
OF PUBLIC SERVANTS”**

**FAZIRA BINTI OTHMAN**

**2014706985**

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS**

**(HUMAN RESOURCE)**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA (UITM)**

**MELAKA**

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اَوْنِيُوْ سِيْتِي تِي كُوْلُو كِي مَارَا  
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**MELAKA**

**“DECLARATION OF ORIGINAL WORK”**

I, Fazira binti Othman \_\_\_\_\_,

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.

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## ABSTRACT

The tremendously competitive and globalized business environment dictates organizations to depend on human capital to be innovative. Committed employees are needed for organizations to encourage innovative work behavior. The purpose of this study is to determine the relationship between dimensions of organizational commitment which are affective commitment, continuance commitment, normative commitment and innovative work behavior of public servants. This study was conducted at Majlis Perbandaran Johor Bahru Tengah (MPJBT) as representative of public servants. Therefore, this study could make an important contribution to extant research in management and organizational behavior. In the beginning of the study which is in the Chapter 1, the purpose of the study, research objective, research question, and problem statement are stated. Then, literature is discussed in Chapter 2 about organizational commitment and innovative work behavior that focusing on the relationship among these variables. This study generated 88.5% response rate from 207 out of 234 respondents. The result showed that effective commitment and normative commitment had a significant relationship with innovative work behavior while continuance commitment had insignificant relationship with innovative work behavior.

**Key words:** affective commitment, continuance commitment, normative commitment, innovative work behavior

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