



**THE IMPACT OF JOB SATISFACTION, ORGANIZATIONAL COMMITMENT, AND
EMPOWERMENT ON EMPLOYEE LOYALTY IN
MALAYSIAN RESOURCES CORPORATION BERHAD**

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DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE MANAGEMENT) FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TEKNOLOGY OF MARA "DECLARATION OF ORIGINAL WORK"

I, NURUL AFNI SHAZRINI BINTI AHMAD SUWADI, (I/C Number: 891029-23-5332)

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

The Head of Program
Faculty of Business Administration
University Technology of Mara
110 Off Jalan Hang Tuah
75300 Melaka
January 1, 2014

Dear Sir,

RE: SUBMISSION OF THE FINAL THESIS REPORT

With reference to the above matter, enclosed here is my research paper entitled “**The Impact of Job Satisfaction, Organizational Commitment, and Empowerment on Employee Loyalty in Malaysian Resources Corporation Berhad**”.

This research paper is a partial requirement for the fulfilment of Bachelor of Business Administration with Honours (Human Resource Management). The objective of the study being conducted is to measure the level of loyalty among employees in Malaysian Resources Corporation Berhad, to identify the causes involved in persuading employees to stay in the company and to give recommendations on how to increase employee loyalty in the company.

Hopefully, this report meets your requirement and expectation.

Thank you.

Yours Sincerely,

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Bachelor of Business Administration (Hons) Human Resource Management

ABSTRACT

Employees are the most vital asset for organizational development. It is the source that makes other sources use and gets best return out of them. In order to get the best of employees, the organization and management need to require massive moves. Thus, managing employees has become an art. Management always tries to use that art to satisfy their employees. If the employees feel satisfied in their job, it will be benefit to the organization. Therefore, the objective of this study is to measure the positive impact of job satisfaction, organizational commitment, and empowerment on employee loyalty in Malaysian Resources Corporation Berhad (MRCB). This study was also conducted in order to find the relationship between these variables. The three independent variables which are job satisfaction, organizational commitment, and empowerment will be used to analyze and examined this study thoroughly and in details.

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