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JOB ENGAGEMENT, JOB SATISFACTION, PERCEIVED JOB STRESS, AFFECTIVE ORGANIZATIONAL COMMITMENT AND INDIVIDUAL WORK PERFORMANCE: THE CASE OF SIBU RESIDENT AND DISTRICT OFFICE (RANDO)

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AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

Without competent workforce, it is impossible for organization to outdo their competitors in today's highly competitive and robust work environment. Employees are expected to be proactive and fully committed. As such, the basis of this research is to examine the relationship between Job Engagement, Job Satisfaction, Affective Organizational Commitment and Perceived Job Stress and Individual Work Performance at Sibu Resident and District Office (RANDO). A set of questionnaire consist of 74 items adapted from previous studies was used to investigate the issues above. A total of 93 responses were collected and entered into Statistical Package for Social Sciences (SPSS) for analysis. Frequency test, reliability analysis, descriptive analysis, Pearson's Correlation analysis and Multiple Regression analysis were carried out. Multiple Regression analysis showed that Job Engagement, Affective Organizational Commitment and Perceived Job Stress were the predictors of Individual Work Performance. Job Engagement was found to be a positive significant predictor of Individual Work Performance. Affective Organizational Commitment was a negative and significant predictor of Individual Work Performance The findings also showed that Perceived Job Stress was a negative and significant predictor of Individual Work Performance while Job Satisfaction was not a significant predictor of Individual Work Performance. It is suggested that RANDO Sibu shall organize knowledge-based programs and should reward high performers at work as positive influencers. Moreover, the employees of RANDO Sibu should create to-do-list and prioritize them by using "WorkZone" as a tool to allow them to create in-depth to do lists. RANDO may also emphasize on health and social wellbeing of employees. Lastly, Sibu RANDO should improve their service rating via publics' complaints as well as staff satisfaction surveys.

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CHAPTER ONE

INTRODUCTION

1.1   Research Background

People, being the key assets of any industry, spend a large part of their lives in the workplace. For many, the work they do forms a big part of their identity (Gavin and Mason, 2004; Meyers, 2007). As such, job life has become one of the important parts of our daily live and how people feel about their job determine their level of satisfaction. Therefore, Job Satisfaction can be measured based on how much people feel positive about their job and the different of their jobs (Spector, 1997).

People's attitude towards their job develops gradually as employee analyse the organization's culture, environment, moral and standard. Overtime, individual will have psychological bond to the organization, including a sense of job involvement, loyalty, and a belief in the organization's values. With such commitment towards their organization, it will lead to performance and turnover, actual performance, organizational citizenship behaviour, turnover, work effort, intention to search or leave, job performance, self-reported citizenship, and absenteeism (Riketta, 2002; Meyer, Stanley, Herscovitch and Topolnytsky, 2002; Pfeffes and Salincik, 2003; Cohen, 2006; Sharma and Bajpai, 2010 and Tok, 2013).

Organizations nowadays require a productive workforce with full commitment in performing at high standards for both individual and organization level due to today's highly competitive and robust economic environment (Chughtai and Buckley, 2011). By continuously focusing and maintaining engaged workforce, organizations will gain beneficial results such as increased business-unit performance, strong financial returns, and a positive corporate image (Durán, Extremera, and Rey, 2010).

In this ever-changing work environment, employees are required to be more engaged and full of self-confidence while displaying a greater degree of active performance at work (Griffin, Neal, and Parker, 2007). This situation has led to an interest in work engagement in practice (Macey and Schneider, 2008). Thus, it is important for any organizations to thoroughly plan and promote workforce engagement in order to gain positive outcomes in the form of retention and performance (Demerouti and Cropanzano, 2010; Halbesleben and Wheeler, 2008).