

APPLIED BUSINESS RESEARCH

(ABR 795)



RELATIONSHIP BETWEEN JOB SATISFACTION AND ORGANISATIONAL PERFORMANCE OF C.M.MANAGEMENT (SWK) SDN. BHD.

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DECLARATION

We hereby declare that this ABP (MBA 795) has been successfully completed as the result of our effort and research. Other sources are acknowledged by indicating explicit references and appendices attached.

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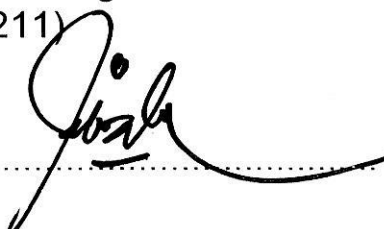
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ABSTRACT

CMM is the sole agency entrusted by the Sarawak government to coordinate the in service training, technical courses, promotional courses and other related training development mainly for the government officers of Sarawak Civil service agencies. To date there are 11 Ministries, 20 Government department, 24 Local Government, 11 Residen Office 31 District Office and 20 Government Link Companies (GLC). With the transformation of Pusat Latihan Perkhidmatan Awam Sarawak known as Centre For Modern Management (CMM) Kuching the training development for Sarawak Civil Service officers had been manage in line with our national body civil service training coordinator; Institut Tadbiran Awam Malaysia (INTAN).

To undertake the achievements of CMM, the purpose of this study is to determine the relationship of Job Satisfaction and Organisational Performance using the validated questionnaire, published audited report and unstructured interview.

The variables of job satisfaction would be determined in the area of job design, salaries receivables, motivation, teamwork and change management. Whereas organization performance will cover strategic drivers, access organisation capabilities, develop strategy, align strategy, process & structure, define role and responsibilities, create performance standards, identify & close performance gap and manage talent & develop leadership capabilities.

From the findings of this study, recommendations would be suggested for further improvement of the company's performance and to enhance its competitiveness and to sustain in long term.

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CHAPTER 1: INTRODUCTION

In an organisation, teamwork generates positive synergy through coordinated efforts. The individual efforts result in a level of performance that is greater than the sum of those individual inputs. Steinhaus & Perry, (1996) mentioned through employees, organization can garner competitive advantages. Committed workers take pride in organizational membership, believed in the goals and values of organization and therefore, exhibit higher levels of performance and productivity. Job satisfaction as significant determinant of organizational commitment has been well documented (Motaz 1987, Vanderber E Lance, 1992, Knoop 1995, Steinhaus & Perry, 1996, Young Worchel, & Woehr, 1998; Eby & Freeman, 1999; Tessta 2001).

Hence Board of Directors and Management in today's organization have placed great importance on the issue of job satisfaction. This is because employees who are satisfied with their jobs are more likely to be committed to the employing organization. These employees in turn are more likely to exert extra effort to make positive contribution to the organization, all of which helps to enhance effectiveness and success. Thus, the objective of this study is to examine the relationship between job satisfaction and organisation performance and its influence on employees of CMM.

1.1 Background Of The Organization

History of C.M. Management (Swk) Sdn Bhd (CMM) can trace from its origin to the State of Sarawak human resource development under the colonial government. In 1957 the post of a training officer was created to administer scholarships for students to pursue higher education outside Sarawak. After independence, human resource development continued to flourish with emphasis on local training and continuing education to meet the human resource needs for the State Public Service. The State