

EMPLOYEES' LOYALTY IN JABATAN KASTAM DIRAJA
MALAYSIA KANGAR PERLIS

NINA AMILIA BINTI NASRI
2016427372
NUR AIN SYAFIEKA BINTI ROHIMI
2016427314

SUPERVISED BY: DR AZLYN BINTI AHMAD ZAWAWI

JULY 2018

CLEARANCE FOR THE SUBMISSION OF RESEARCH REPORT BY THE SUPERVISOR

Name of the Supervisor : Dr Azlyn Binti Ahmad Zawawi

Title of Research Report : Employees' Loyalty In Jabatan Kastam Diraja Malaysia
Kangar Perlis

Name of Student I : Nina Amilia bt Nasri

Name of Student II : Nur Ain Syafieka bt Rohimi

I have received the final and complete research report and approved the submission of this report for evaluation.

(Dr Azlyn Binti Ahmad Zawawi)

DECLARATION

We hereby declare that the work contained in this research proposal is our own except those which have been duly identified and acknowledgement. If we are later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signed



Name : NUR AIN SYAFIEKA BINTI ROHIMI

Matric No : 2016427314

Signed



Name : NINA AMILIA BINTI NASRI

Matric No : 2016427372

ABSTRACT

Employee loyalty can be defined as employees being committed to the success of the organization and believing that working for this organization is their best option. The aim of the study was to find the impact of teamwork, working environment and organizational commitment on employee loyalty in Jabatan Kastam Diraja Malaysia Kangar, Perlis. The factors affecting employees loyalty was also determined. The research method of this study was quantitative and the sample size of this study is 103 respondents. To achieve the aim of the study, questionnaire survey was used. The result show that there is a positive and significant impact of teamwork, working environment and organizational commitment on employees loyalty in Jabatan Kastam Diraja Malaysia Kangar, Perlis. This study also show the result that he most dominant factor that contributed to the employees' loyalty was working environment.

CONTENT

CHAPTER 1: INTRODUCTION

1.1	Introduction	1
1.2	Background of Study	1
1.3	Problem Statement	2
1.4	Research Question	4
1.5	Research Objectives	4
1.6	Scope of the Study	4
1.7	Significance of the Study	5
1.8	Definition of Terms/Concepts	6
1.9	Conclusion	8

CHAPTER 2: LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1	Introduction	9
2.2	Dependent Variable	9
2.3	Maslow's Hierarchy of Needs Theory	10
2.4	Factors that Lead to Employees' loyalty	13
2.5	Variables Related to Employees' loyalty	17
2.6	Conceptual Framework	19
2.7	Relationship Between Independent Variables and Dependent Variables	20
2.8	Conclusion	21

CHAPTER 3: RESEARCH METHOD

3.1	Introduction	22
3.2	Research Design	22
3.3	Unit of Analysis	23
3.4	Sample Size	23
3.5	Sampling Technique	24
3.6	Measurement/Instrumentation	26
3.7	Data Collection	35
3.8	Data Analysis	36
3.9	Hypothesis Testing	39
3.10	Conclusion	39

CHAPTER 4: RESEARCH METHOD

4.1	Introduction	40
4.2	Demographic Profile	40
4.3	Category Mean for Descriptive	44
4.4	Finding	44
4.5	Research Objective	49
4.6	Multiple Regression	49
4.7	Conclusion	50