

THE RELATIONSHIP BETWEEN ORGANIZATIONAL  
COMMITMENT AND JOB SATISFACTION AMONG SUPPORT  
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“DECLARATION OF ORIGINAL WORK”

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## ABSTRACT

Job satisfaction and organizational commitment are popular topics in the study of work related attitudes among employees. The purpose of this study is to examine the relationship between components of organizational commitment and job satisfaction among employee at Immigration Department of Malaysia. Several theories that were found from lots of journal were discussed to further explain the association between two variables in this study. A total of 91 responses from 110 distributed questionnaires were used for the analysis if this study. Out of three component in organizational commitment, the lowest correlation was seen affective commitment, ( $r=.293$ ) accordingly. However, both continuance and normative commitment showed a moderate positive relationship with a correlation value ( $r=.372$ ) and ( $r=.359$ ) accordingly. The results indicate that job satisfaction is one of the most antecedents of organizational commitment, so job satisfaction positively influences on affective commitment, continuance commitment, and normative commitment. In the future, it is recommended for the future researcher to conduct the study to another location or institutions. It is also much recommended for the future researcher to use mixed method in collecting data as well as use other method or theory in order to provide more information.

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## CHAPTER 1

### INTRODUCTION

This chapter describes the background of the study, statement of the problem, research objectives, and research questions, significance of the study, limitation of the study and definition of terms.

#### Background of the Study

Nowadays, organizational commitment seems to be very important in the workplaces because it has a relation with an organizational behaviour (Ogunleye, 2013) and (Ebru, 2015) stated that organizational commitment and job satisfaction of the employees are important factors for the success of the organizations. Studies have found that employees play the most essential roles in regulating the achievement of the organizations (Norizan, 2012). Organizational commitment is comprised three dimensions, that is affective, continuance and normative commitment (Meyer, 1996) Hence, by understanding the employees in their job and what inspires them could be a key in strengthening organizational commitment and job satisfaction among employees in the organizations. In this era of globalization, job satisfaction was also