

UNIVERSITI TEKNOLOGI MARA

**ORGANIZATIONAL COMMITMENT AND JOB
SATISFACTION: A CORRELATIONAL STUDY
AMONG SELANGOR STATE DEVELOPMENT
CORPORATION (PKNS) EMPLOYEES**

SITI AISYAH BINTI SAID

Research project is submitted in fulfilment of the requirements for
Bachelor of Sports Management (Hons.)

Faculty of Sports Science and Recreation

AUGUST 2021

AUTHOR'S DECLARATION

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

I, at this moment, acknowledge that I have been supplied with the Academic Rules and Regulations for undergraduate, Universiti Teknologi MARA, regulating the conduct of my study and research.


Name of Student : Siti Aisyah Binti Said

Student I.D No. : 2018263398

Programme : Bachelor of Sports Management (Hons) – SR241

Faculty : Sports Science and Recreation

Research Project Title : Organizational Commitment and job satisfaction: A correlational study among PKNS employees

Signature of Student : 

Date : August 2021

ABSTRACT

Employees turnover rate has been increasing from time to time. The issue is not exclusively happening in Malaysia, but it has also become an international issue in employment sector. The main objectives of this study were to examine the correlation between organizational commitment and job satisfaction among PKNS employees. The study was carried out on 285 of PKNS employees. Researcher used IBM SPSS 25 to analyse all the data in this research study. The data were obtained through a questionnaire containing 22 items in total which was administered to measure the domains of job satisfaction and organizational commitment such as affective, normative and continuance commitment. The Cronbach Alpha reliability coefficient value for the instrument was more than 0.7. The data analysed using Pearson Correlation Analysis. The research objectives, research questions and purpose for this study were specified at the beginning of the study. Based on the result, there is significant positive relationship between organizational commitment and job satisfaction among PKNS employees. A significant contribution to future researcher and PKNS management may come from the findings of this study.

Keywords: Organizational Commitment, Job Satisfaction, Turnover

ACKNOWLEDGEMENT

Firstly, I wish to thank Allah SWT for allowing me to embark on my research project and for completing this long and challenging journey successfully. My gratitude and thanks go to my supervisor Sir Mohamad Firdaus bin Ahmad, thank you for the support, patience, and ideas in assisting me with this project. I also would like to express my gratitude to the staff of the Faculty of Sports Science and Recreation.

My appreciation is also directed to team and staff members from the Selangor State Development Corporation (PKNS) for their assistance and helpful in providing information and samples. A big thank you to everyone involve directly or indirectly towards the compilation of this research project.

Finally, this research project is dedicated to the loving memory of my dear late father and my loving mother for the vision and determination to educate me. This piece of victory is dedicated to both of you. Alhamdulillah.

TABLE OF CONTENTS

AUTHOR'S DECLARATION	i
LETTER OF TRANSMITTAL	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF SYMBOLS	x
LIST OF ABBREVIATIONS	xi
CHAPTER 1: INTRODUCTION	1
1.1 Background of the study	1
1.2 Statement of the problem	2
1.3 Research questions	4
1.4 Research objectives	4
1.5 Research hypothesis	4
1.6 Significance of the study	5
1.7 Limitation	6
1.8 Definition of terms	6
CHAPTER 2: LITERATURE REVIEW	7
2.0 Introduction	7
2.1 Organizational commitment	7
2.1.1 <i>Classifications of employees' commitment</i>	8
2.2 Job satisfaction	12
2.2.1 <i>Components of job satisfaction</i>	15
2.3 Relationship between organizational commitment and job satisfaction	18
2.4 Research framework	20