

THE RELATIONSHIP BETWEEN ORGANIZATIONAL COMMITMENT
AND JOB SATISFACTION AMONG EXECUTIVE AND NON-EXECUTIVE
EMPLOYEES AT TEKUN NASIONAL, KUALA LUMPUR

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ABSTRACT

This study examined the relationship between organizational commitment and job satisfaction. The research carried out among employees at TEKUN Nasional, Kuala Lumpur. The main purpose of this study is to identify the three components of organizational commitment (affective commitment, continuance commitment and normative commitment) and job satisfaction among executive and non-executive employees at TEKUN Nasional, Kuala Lumpur. This study used a questionnaire to obtain the data before running in SPSS version 20. The results showed that the affective commitment and normative commitment are having positive relationship with job satisfaction while continuance commitment have a negative relationship with job satisfaction among employees at TEKUN Nasional, Kuala Lumpur.

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CHAPTER 1

INTRODUCTION

Background of the Study

Over the past four decades, organizational commitment has become a much-researched subject. Both organizational commitment and job satisfaction of the employees were essential factors that related with the success of the organizations (Ebru, 2015). According to Norizan (2012) it was found that the most important determinant were employees as a leading factor that determine the success of the organizations. Furthermore, if employee commitments were properly managed, it will lead to beneficial consequences such as increased effectiveness, performance, and productivity. In addition, it will also decrease turnover and absenteeism among the employees. Mayer and Allen (1990), there were three dimensions of organizational commitment, namely affective, continuance, and normative commitment. Organizational commitment also refers as the emotional responses which an employees have towards their job.

Job satisfaction has been an important topic over the years (Akfopure, 2006). The statement clearly indicates the importance of job satisfaction, in any organization. Based on related literature review, it was found to be a popular area of research. Employees will perform their duties well and be committed to the job if they are satisfied. Thus, it is important for the employers to know the factor that can