

## FACTORS AFFECTING ORGANIZATIONAL COMMITMENT AMONG STAFF AT EXZONE PRECISION ENGINEERING SDN. BHD. SUNGAI PETANI, KEDAH

FARHANA BINTI FADZILAH

2016596239

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE MANAGEMENT FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA PERLIS

JULY 2019



# BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE MANAGEMENT) FAACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA

## **"DECLARATION OF ORIGINAL WORK"**

## I, FARHANA BINTI FADZILAH, (I/C Number : 940410-02-5148)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitteed for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except here otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### ABSTRACT

Organizational commitment is the issue that exist commonly in a Private Sector in Malaysia. An employee not punctual in come at work, come late at work and forget to thumb print for their attendance was the problem face by Exzone Precision Engineering Sdn. Bhd. There is need further research of the organizational commitment in order to make the employees show their loyalty to an organization. In outcome, the employees will stay longer in an organization and quality of work will improve.

The empirical study attempts to predict the factors of employee engagement, work environment, organizational learning and supervisor support on organizational commitment. A quantitative method was used for this research and collect 66 respondents from Exzone Precision Engineering Sdn. Bhd., Sungai Petani, Kedah which are committed to the organization.

The result of the multiple regression analysis has shown that employee engagement and organizational learning have significant effect whereas work environment and supervisor support have insignificant effect on organizational commitment for this company

xi

#### TABLE OF CONTENT

#### Page TITLE PAGE i DECLARATION OF ORIGINAL WORK ii LETTER OF SUBMISSION iii ACKNOWLEDGEMENT iv TABLE OF CONTENTS v - vii LIST OF FRAMEWORK viii LIST OF TABLES ix ABSTRACT х

#### CHAPTER 1 INTRODUCTION

1.1 Background of Study	1 – 3
1.2 Background of Company	4 – 5
1.3 Problem Statement	6 – 7
1.4 Research Objectives	8
1.5 Research Questions	9
1.6 Scope and Limitation of the Study	10 – 11
1.7 Significance of the Study	12
1.8 Definition of Terms	13 – 15
1.9 Summary of the Chapter	16

#### CHAPTER 2 LITERATURE REVIEW

2.1 Introduction	17
2.2 Development of Research Framework	18
2.2.1 Organizational Commitment	18 – 19
2.2.2 Employee engagement	19 – 21

2.2.3 Work Environment	21 – 23
2.2.4 Organizational Learning	23 – 24
2.2.5 Supervisor Support	25 – 26
2.3 Research Framework	27
2.4 Hypothesis Development	28
2.5 Summary of the Chapter	29

### CHAPTER 3 RESEARCH METHODOLOGY

3.1 Introduction	30
3.2 Research Design	30 – 31
3.3 Population of the Study	32
3.4 Sampling Techniques	32 – 33
3.5 Sample Size	33
3.6 Data Collection Procedure	34
3.7 Data Analysis Techniques	34
3.7.1 Descriptive Analysis	35
3.7.2 Frequency Distribution	35
3.7.3 Cronbach's Coefficient Alpha	36
3.7.4 Pearson Correlation Analysis	37
3.7.5 Regression Analysis	37
3.8 Summary of the Chapter	38

## CHAPTER 4 FINDINGS AND ANALYSIS

4.1 Introduction	39
4.2 Descriptive Analysis	40
4.3 Frequency Analysis	40 – 44
4.4 Mean, Minimum, Maximum and Std. Deviation	45 – 47