

THE RELATIONSHIP BETWEEN ORGANIZATIONAL CULTURE AND JOB
PERFORMANCE AMONG SUPPORT STAFF OF LEMBAGA AIR KUCHING
SARAWAK

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ABSTRACT

This study was carried out to find the relationship between organizational culture and job performance organization culture helps employees to contribute their thought towards the beliefs that established by the organization. Without organizational culture, it is difficult for an organization to be successful and achieve their goals. The independent variables that are used in organizational culture are organization mission, employee involvement and consistency. Meanwhile the dependent variable is job performance.

In order to study the organization culture, Denison Model was used. From the research findings about organization culture showed that there is positive relationship between organizational culture and job performance among support staff in Lembaga Air Kuching Sarawak. The majority of the employees agree that organization culture can increase their job performance because they feel satisfy that organization culture increase their job performance in the organization

The independent variables which are organization mission, employee involvement and consistency showed a positive significant relationship toward employee performance. There are several recommendations are given in this study. For example, an organization should apply the organizational culture to increase their employee performance. Lastly, for future research is recommended to conduct and seek data and result at different places to gain more varied information from different respondents.

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CHAPTER 1

INTRODUCTION

This chapter discusses the background of the variables chosen for this study in general setting. It also discusses the problem statement, especially the studied issues in which clarifies the direction of the research. The research objectives and research questions have been stated clearly. This chapter also includes the significance of the study, the limitations of the study and definitions of terms that were used.

Background of the Study

Nowadays, the implementation of job performance is important in most organizations, either at public or private sectors. The researcher stated that the organization can acknowledge the employees' performances based on the result of their job performance (Daniel, 2014). Besides, the performance is a behavior that an individual looks after, either it is their strength or weaknesses. There are several methods that organizations use to measure the performance of the workers. One of the measurements which is organizational culture can use is key performance indicator (KPI).

Organizational culture is used to enhance employee's job performance. Wambugu (2014) has stated that organizational culture helps employees to contribute