THE RELATIONSHIP BETWEEN ORGANIZATIONAL COMMITMENT AND JOB SATISFACTION AMONG STAFF AT JABATAN KASTAM DIRAJA MALAYSIA (JKDM) KUCHING SARAWAK

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DECEMBER 2017

ABSTRACT

The purpose of this correlational research was to study the relationship between Organizational Commitment and Job Satisfaction by adopting Norizan (2012) theory models. There are three factor models which is Affective, Continuance and Normative as mentioned above (Gunlu, Aksarayli&Percin 2009; Norizan 2012). According to (Meyer & Allen 1997; Norizan 2012), individuals who have strong affective commitment remain in the organization because they feel they want to, some with a stronger normative commitment remain because they ought to and those with strong continuance commitment remain because they need to. In commons, the objective of this study is to determine the commitment of the employee in that organization and their satisfaction in doing their work at Jabatan Akademi Kastam Diraja Malaysia (JKDM), Kuching. Based on the finding that the researcher gets, the higher value of correlation is normative commitment with .642**. It showed that the staffs there are willing to stay in the organization because they feel satisfied with the organization. And the second correlation that have higher strength is affective commitment with .573**. The involvements of the staff in the organization make them feel satisfied in doing their work in the organization. And lastly, the correlation of continuance commitment are moderate with value .450** which mean that they do feel satisfied in the organization and plan to stay for long term in the organization. Hence, the descriptive and correlation analysis was conducted at Jabatan Akademi Kastam Diraja Malaysia (JKDM), Kuching to test the reliability of the data. The study covered 100 of Jabatan Akademi Kastam Diraja Malaysia (JKDM), Kuching staff including executive and non-executive staff as population while 96 of them were taken as sample size. Data collecting was done using quantitative method specifically

ACKNOWLEDGEMENT

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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 is also important for one's success in an organization. According to Akpofure (2006) job satisfaction has become an important topic over the years and it is believed that if employees manage their work