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**ISLAMIC WORK ETHICS AND ORGANIZATIONAL COMMITMENT: A STUDY
AMONG PUBLIC SERVANTS AT KOTA KINABALU CITY HALL (DBKK)**

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CHAPTER 1

INTRODUCTION

1.1 Chapter Review

This chapter contains several sections. Section 1.2 about the background of study, section 1.3 discusses the problem statement, section 1.4 about research objectives, section 1.5 is research hypothesis, 1.6 research question, 1.7 scope of study, 1.8 significant of study and lastly is section 1.9 is about definitions of terms on this study. The research is based on Islamic Work Ethics (IWE) and Organizational Commitment toward civil servant in public sector.

1.2 Background of Study

Malaysia has the highest number of civil servant compare to other the country. The number recorded up to 1.6 million civil servants entire Malaysia (Malaysia Digest, 2017) Although Malaysia known as Islam as their official religion, the work ethics in public servant still use the cotemporary ethical conduct. Most of the organization still use western ethical work conduct to be use in their daily routine in the the organization. The reason behind this is due to multiracial background of civil servant in Malaysia.

Islamic work ethics is getting more attention these days as many of cases of unethical conduct happen among many public servant. Corruption happen a lot in the public service in Malaysia and can affect the trustworthiness public toward government. The

CHAPTER 2

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1 Introduction

This chapter will examine the work ethics based on the past studies that have been done and various related writings. This section will discuss in detail the concepts of work ethics, definitions, sources, perspectives of Islamic and Western ethical work and differences Islamic and Western work ethics. Also discussed are the elements in Islamic Work Ethics, the challenges and the benefits of implementing Islamic ethical practices on the administration of the organization and also about organizational commitment. This literary study is important to obtain a theoretical basis of ethical work ethic practices to ensure that authors get clear and adequate information and facilitate fieldwork.

2.2 Ethics Concepts

Ethics are further developed in Greek civilization discussed by Protagoras, Socrates, Plato and Aristotle. The ethics term is comes from ancient Greek word *ethos* which carries the meaning of custom, habit, morals, personality and character. In Latin word ethics known as *mores*, which means custom. But, there are several philosophers has argue about this two term have different meanings (Michael, 2012). The term of Ethics can be defined as - moral teaching activities applied to concrete problems (Wines, 1992). Ethics is a science in other word is a study represents an intellectual,

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

Research methodology is the determination of the most appropriate method in conducting research and is an organized system designed by the researcher to solve the research problem. A good study is tied to specific methods and methodologies. These methods are used to ensure that the results of the study are accurate. This chapter specifies in detail the methods used by the researcher in obtaining and collecting data until the process of analyzing and formulating the findings.

3.2 Research design

The research design is a plan designed by the researcher to achieve the objective of this study, it also serves as a guide to assisting researchers in the process of collecting, analyzing and making interpretations of the results of research conducted. The research method used in preparing this study is the use of quantitative methods. This study employed a survey method where the data will be collected by distribution of questionnaires.

CHAPTER 4

FINDINGS AND ANALYSIS

4.1 Introduction

This chapter will mainly focus on analysing data collection from the questionnaires about Islamic Work Ethics and Organizational Commitment: Among Public servant at Kota Kinabalu City Hall (DBKK). This research will help to determine the relationship between Islamic work ethics and organizational commitment. The analysis will include the data collection from 240 respondents from different department at DBKK. The information in the respondent questionnaires will be extraction and analyzed using statistical based software, Statistical Package for Social Studies (SPSS) version 20.0. By this chapter, SPSS is used to tabulate, evaluate and analysed data which were gathered from respondent.

4.2 Response rate

The questionnaires have been distributed to respondent who worked at Kota Kinabalu City Hall (DBKK), Sabah and total of 300 sets of questionnaires had been distributed at all department of DBKK by nemo.

Table 4.2 the response rate of distributed questionnaire

Item	Question Distributed	Question Returned	Completion Rate
Respondent	320	240	75%