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PROJECT PAPER**

FINAL REPORT

**“EMPLOYEES’ PERCEPTION TOWARDS
ORGANIZATIONAL CLIMATE AND WORK SATISFACTION
THAT INFLUENCE THEIR WORK COMMITMENT”
A CASE STUDY OF:
NATIONAL REGISTRATION DEPARTMENT KUCHING,
SARAWAK.**

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TABLE OF CONTENT

PAGE

Declaration of Original Work.....	
Letter of Submission.....	
Acknowledgements.....	
Abstract.....	

CHAPTER 1

INTRODUCTION

1.0	Introduction	1-2
1.1	Background of Study	3-5
1.2	Problem Statement	6
1.3	Research Objectives	7
1.4	Research Questions	8
1.5	Scope of the Study.....	9
	1.5.1 Geographical Scope.....	9
	1.5.2 Area of Field of Study.....	9
1.6	Significance of the Study	10
1.7	Definition of Term.....	11
1.8	Limitations and Delimitations.....	12-13

CHAPTER 2

LITERATURE REVIEW

2.1	Introduction.....	14
2.2	Organizational Climate	14-19
2.3	Work Satisfaction	19-21
2.4	Employees Commitment.....	21-22
2.5	Teamwork.....	22-23
2.6	Reward System.....	23
2.7	Supervisory Role.....	24
2.8	Management Effectiveness.....	24-25
2.9	Work Environment.....	25-26

CHAPTER 3

RESEARCH METHODOLOGY

3.1	Introduction	27
3.2	Sample and Survey Procedures	27
3.3	Sample Size	27
3.4	Questionnaire Design	28
3.5	Pilot Testing	28
3.6	Data Analysis	28
3.7	Theoretical Framework	29
3.8	Primary Data	30
3.9	Secondary Data	30

CHAPTER 4

DATA ANALYSIS AND FINDING

4.1	Introduction	31
4.2	Frequency for distribution of respondents.....	32-39
4.3	Mean Analysis	39-47
4.4	Anova Analysis	47-52
4.5	Correlation Analysis	53-55
4.6	Frequency Analysis	56-69

ABSTRACT

The purpose of this study was to investigate the employees' perception towards organizational climate and work satisfaction that influence their work commitment that had done as a case study in the National Registration Department of Kuching, Sarawak. The samples consisted of 183 employees' from the National Registration, Kuching Headquarters' staffs. The findings of the study revealed that ***hundred percent of employees' agreed that the environment factor that are clean and well organized was very important in influences the work commitment. This is shows in the environment question no one that shows the highest value with 4.00 mean score. Other than that, research is also clearly showed that employee commitment was influenced by organizational climate and work satisfaction. This is shows by 0.863 significance level achieved and classified as the stronger relationship using the correlation analysis method.***

CHAPTER 1: INTRODUCTION

This study was carried out as potential requirement for my Bachelor in Business Administration (Marketing). The purpose of this study was to find out about '*Employees' perception towards organizational climate and work satisfaction that influence work commitment of National Registration Department in Kuching, Sarawak.*

The National Registration Department (NRD) is a Department under the Ministry of Home Affairs. It is responsible for the registration of important events of each individual such as birth, death, adoption, marriage and divorce. In addition, NRD is also responsible for determining citizenship status and issuing individual identification document in the form of identity card to those who are eligible.

The National Registration Department was established after the Emergency (Registration Areas) Regulations 1948 were enforced as one of the measures to combat the security threats. These regulations required all residents to register and obtain an identity card at the age of 12 and above. The Department is also given additional responsibilities such as registration of all important events concerning birth, death, adoption, marriage, divorce and citizenship.

Since its establishment, this Department has shifted to several buildings in Kuala Lumpur and Selangor. Initially, the Headquarters of the National Registration Department was located at Bangunan Sulaiman, Jalan Damansara, in Kuala Lumpur. In 1958, it was relocated to the Federal Building in Petaling Jaya to accommodate the increasing number records, documents and staff. After several years, it was again relocated to the Selangor State Economic Development

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction

Organizational climate represents a global impression of an organization and personal impact of the work environment, which influences the individual's work behaviors and job-related attitudes (Pritchard & Karasick, 1973). Organizational climate includes employee perceptions of and effective response to the workplace and work tasks. More positive organizational climates are characterized by low levels of emotional exhaustion and depersonalization. Emotional exhaustion is the extent to which an employee feels fatigued or burned out due to the demands of their job. Depersonalization is the extents to which an employee feels hardened, distant, or removed from those they serve (Lawler, Hall, & Oldman, 1974).

In my study, there are five elements of organizational climate in the workplace that influences employees' work commitment that are; *environment, teamwork, management effectiveness, supervisory role, and reward systems*. All of these elements are very important to be well managing by the organization in other to make sure that the organization employees' will be more committed with their works.

2.2 Organizational climate

According to Litwin and Stringer (1968), A brief model: the framework considers six motives relevant for *organizational climate* that are; achievement, influence, control, extension, dependency, and affiliation. These researchers consider climate as a set of measurable elements of the work environment perceived by the members of an organization and is said to influence behavior. Litwin & Stringer, (1968) has given a macro perspective of analyzing the organization.