

**THE RELATIONSHIP BETWEEN CENTRALIZED LEADERSHIP
ANF ORGANIZATIONAL COMMITMENT AMONG SUPPORT
STAFF IN MAJLIS PERBANDARAN JOHOR BAHRU TENGAH AT
JOHOR BAHRU, JOHOR**

**Prepared for:
NOORSURAYA BINTI MOHD MOKHTAR**

**Prepared by:
SITI AISYAH BINTI MOHD KANI
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY**

December 2013

ACKNOWLEDGEMENT

Alhamdulillah, finally, i could finish this research on the time with the permission of Allah S.W.T. I would like to express my special appreciation and thanks to my advisor Miss Noorsuraya Binti Mohd Mokhtar from the Faculty of Business Management for her exemplary guidance, monitoring and constant encouragement throughout the course of this project. The blessing, help and guidance given by her time to time shall carry us to progress for this project

I also take this opportunity to express a deep sense of gratitude to Majlis Perbandaran Johor Bahru Tengah (MPJBT) at Johor Bahru, for the valuable information provided by them in their respective fields. I am also grateful for their cooperation during the period of this assignment project. I also would like to thank to all of whose always supporting and give contribution each other in finishing this important task especially to Encik Shaiful Azlan bin Abdul for encouraging my research with your brilliant comments and suggestions

Lastly, I would like to thank almighty, to my family and friends for their constant encouragement and concern.

Siti Aisyah Binti Mohd Kani

January 8, 2014
Faculty of Office Management and Tecnology
Universiti Teknologi MARA

ABSTRACT

The study was conducted in Majlis Perbandaran Johor Bahru Tengah at Johor Bahru, Johor. The purpose of this study was to identify the factors of the relationship between centralized leadership and organizational commitment among support staff in Majlis Perbandaran Johor Bahru Tengah at Johor Bahru,

The population taken was all the employees who work with Majlis Perbandaran Johor Bahru Tengah (MPJBT) which status permanent, contract or part time basis. The population for this study is 523. The research decided to take 10 percent from the respondent. Therefore, the respondents in this study were 52.

The importance of the study is to describe the importance of the leadership skills and effectiveness leadership to employee in organization. The important of this study were identifying significant factors that influence the organizational commitment among supporting staff in a public sector.

The observation of leadership style in Majlis Perbandaran Johor Bahru Tengah at Johor Bahru, Johor shows that the trait approach was the most influence of centralized leadership element upon organizational commitment among supporting staff. Therefore, the employee prior in achieving the organization goals and high commitment in job performance

TABLES OF CONTENTS

	Page
ACKNOWLEDGEMENT	ii
ABSTRACT	iii
LIST OF TABLES	vi
LIST OF FIGURES	v
CHAPTER 1	
INTRODUCTION.....	1
Background of the Study	2
Statement of the Problem	4
Research Objectives.....	4
Research Questions.....	5
Significance of the Study	5
Limitations of the Study	7
Definition of Terms.....	7
CHAPTER 2	
LITERATURE REVIEW	9
Definition.....	9
CHAPTER 3	
METHODOLOGY	18
Research Design	18
Sampling Frame.....	19
Population.....	19
Sampling Technique	20
Sample Size	21
Unit of Analysis	21
Instrument.....	21
Validity of Instrument.....	22
Plan of Data Analysis.....	22
CHAPTER 4	
FINDINGS.....	25
Profile of Respondents	26
CHAPTER 5	
CONCLUSIONS AND RECOMMENDATIONS	37
Conclusion.....	39
Recommendations.....	43
REFERENCES.....	46
APPENDICES	49
A Supervisor Agreement	49
B Cover Letter	51
C Questionnaire	53
E Data Analysis	64

LIST OF TABLES

	Page
TABLE 6.1	64
TABLE 6.2	64
TABLE 6.3	65
TABLE 6.4	65
TABLE 6.5	66
TABLE 6.6	66
TABLE 6.7	67
TABLE 6.8	67
TABLE 6.9	67