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THE ORGANIZATION TRUST AND ORGANIZATION POLITIC IN THE ROYAL MALAYSIA CUSTOMS DEPARTMENT KUCHING

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ABSTRACT

This study aims to determine the level of Organizational Trust and Organizational Politic in The Royal Malaysia Customs Department in Kuching.

The study covers at The Royal Malaysia Customs Department in Petra Jaya Kuching, through the random sampling of 100 employees from various levels of education and categories. A questionnaire was distributed to the groups mentioned and the data was analyzed manually and transformed into figures using SPSS 16.0. The findings revealed that most of the respondents are believe that their organization can be trust and no politic issues are being use in order to gain power, promotion and pay raises within the department. The people perspectives that within the department the organization can't be trusted are denied because there is no way the organization is high in politic approaches. It should be seen that the department are competent and using the proper ways to manage the promotion and pay raises. That's why, the performance of the employees should be increase by motivated them with proper rewards.

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1.1   BACKGROUND OF STUDY

ORGANIZATION TRUST

There are a few different definitions of trust can be found in organizational behaviour literature but they all refer to similar, intangible characteristics of human behaviour. The definitions of trust are the belief in the integrity, character, and ability of a leader and the faith in one's intentions and behaviours is also considered as the definition of trust in an organization. We also can consider the confidant reliance on the integrity, honesty, or justice of another in organization as a definition for this concept too. However, I can conclude that the integrity, character, ability, faith, reliability, honesty, and justice are strong words to define trust in an organization.

Organizational trust can be come in several different ways: some may focus on the relationship between workers and their immediate superiors as for example their supervisors, while others look at the relationship between workers and those running the organization for example the management

CHAPTER 2

LITERATURE REVIEW

2.1   Literature Review

This chapter provides a review of literature on the impact of organizational politics at workplace.

2.1.1 Introduction

A study of organizational politics started getting growing attention when the concept of organizational rationality was challenged because of the emergence of concepts like person- organization misfit and incompatibility of personal and organizational goals.

2.1.2 Concept of Organizational Commitment

The concept was based on the idea of an individual decided that their goal by keeping in-view the organizational goals and are expected to work for an achievement of their personal goals according to the rule and regulation of the organization.