THE RELATIONSHIP OF ICE CHALLENGES AND SOCIAL COMESION TOWARDS FOR COMMITMENT AMOND STAFF IN MALAYSIA TOURISM CENTRE (MARCO)

nor syazaya binti saadda

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)

ONLYERSITI TERNOLOGI MARA (GITH)

2014

ABSTRACT

This study was carried out to identify the relationship between job challenges and social cohesion towards employees' job commitment in Malaysia Tourism Centre (MaTiC). In chapter one, the researcher discussed about the background of the study. This research was a study about the relationship between job challenges and social cohesion as the independent variables toward the employee's job commitment as the dependent variables. The objectives of this study were to identify the relationship between job challenges and social cohesion toward employee's job commitment and to investigate the relationship between job challenges and social cohesion between male and female.

For the chapter three, methodology used for this research has been discussed. The methodology is a method used by the researcher in finding the result while completing this research. This is including the research design, sampling frame, population, sampling technique, sample size, unit of analysis, instrument, validity of instrument, data collection procedures and plan of data analysis. The researcher used simple random sampling technique.

The scope of study is focusing on job challenges and social cohesion practices in MaTiC and its relationship towards employee's job commitment. Simple Regression Model was used as the research design and probability sampling for the sampling technique. About 40 set of questionnaires with 29 questions was distributed to the participants. The data collected then is evaluated by using SPSS software to find the correlation between the variables. The findings will be discussed once the data has being evaluated.

ACKNOWLEDGEMENT

By the Name of Allah, the Most Gracious and the Most Merciful

Alhamdulillah for my fullest gratefulness of Allah S.W.T, by the blessing from

Him, this research study has finally been completed.

First of all, my most profound thankfulness goes to my supervisor: MADAM

NOR AZIAH BT KADIR and my lecturer, MADAM MAS ANOM BT ABDUL

RASHID, research lecturer for all her patience, scientifically proven, creativity

encouraging guidance, and many discussions that made this study to what it is. Without

her understanding, consideration and untiring advice, this dissertation would not have

been completed successfully.

My warmth thanks also goes to all the staffs in MaTiC especially to MADAM

NORIZA BT HARUN my supervisor at MaTiC that helped and gave cooperation

towards this research. I am also thankful to all my friends in UiTM, especially my

classmates for their help and support, with whom I shared pleasant times. My thanks and

gratitude goes to all my dearest family members especially Dad and Mom for being by

my side and gave me sincere support. Thank you.

Nor Syazana Bt Saadon.

July 23, 2014

Faculty of Business Management

Universiti Teknologi Mara

iv

TABLE OF CONTENTS

C	HAPTER 1	. 1
I	NTRODUCTION	. 1
	Background of the Study	. 1
	Statement of the Problem	. 2
	Research Objectives	. 3
	Research questions	. 4
	Significance of study	. 4
	Limitations of the study	. 5
	Time Constraint	. 5
	Definition of Term	. 6
C	HAPTER 2	. 7
L	ITERATURE REVIEW	. 7
	Study Variables	. 7
	Job Challenge	. 7
	Social cohesion	. 8
	Organizational Commitment	10
	Theories	11
	Goal setting Theory	11
	Self-categorization theory	11
	Expectancy Theory.	12
	Research Framework	13
C	HAPTER 3	14
M	ETHODOLOGY	14
	Research design	14
	Sampling Frame	14
	Population	15
	Sampling Technique	15
	Sample Size	15
	Unit of Analysis	
	Data Collection Procedure	16

Instrument	16
Validity of instrument	17
Plan for Data Analysis	18
CHAPTER 4	19
FINDINGS	19
4.0 Reliability Test	20
4.2 Survey Return Rate	21
4.3 Demographic Profile of Respondents	21
4.4 Research Question Result	23
CONCLUSIONS AND RECOMMENDATIONS	29
REFERENCES	32
APPENDICES	35
Appendix A: Agreement Form (Supervisor)	35
Appendix B: Consultation Form	37
Appendix C: Cover letter	40
Appendix D: Questionnaire	41