

THE RELATIONSHIP BETWEEN ORGANIZATIONAL CULTURE
AND ORGANIZATIONAL PERFORMANCE AMONG EMPLOYEES
IN JASIN DISTRICT AND LAND OFFICE

IZZATI BINTI MUSTAFA

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA

2015

TABLE OF CONTENTS

	PAGE
ABSTRACT.....	i
ACKNOWLEDGEMENT.....	ii
LIST OF TABLES.....	iii
LIST OF FIGURES.....	iii
CHAPTER 1.....	1
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the Problem.....	3
Research Hypothesis.....	4
Research Objective.....	4
Research Question.....	4
Significant of the Study.....	5
Scope of study.....	6
Limitations of the Study.....	6
Definition of Terms.....	7
CHAPTER 2.....	10
LITERATURE REVIEW.....	10
CHAPTER 3.....	17
METHODOLOGY.....	17
Research Design.....	17
Sampling Frame.....	17
Population.....	18
Sampling Technique.....	18
Sample Size.....	18
Unit of Analysis.....	19
Data Collection Procedures.....	19
Research Instrument.....	19
Validity of Instrument.....	20
Plan for Data Analysis.....	20
Data Analysis.....	21
CHAPTER 4.....	22
Findings & Data Analysis.....	22
CHAPTER 5.....	31
Conclusions and recommendations.....	31
REFERENCES.....	34
APPENDINCES.....	36

ABSTRACT

The purpose of this study is to find out the relationship between organizational culture and organizational performances among employees in Jasin District and Land Office.

The objectives of the study are:

1. To determine relationship between organizational culture and organizational performance.
2. To identify the dimensions of organizational culture that is the most crucial and gives high impact to organizational performance.

The research questions used in the study are:

1. Is there any relationship between organizational culture and organizational performance?
2. Which dimensions of organizational culture are frequently contributed by workers?
3. Which dimensions of organizational culture have high relationship with organizational performance?

Based on Krejcie and Morgan table, researcher had been distributed 92 questionnaires among the staff in order to achieve the objectives of the study. The data collected and analyzed by using SPSS program. The statistical analysis that used in this study are Pearson Correlation, Descriptive Statistic and Multiple Regression. The result found that all variables are reliable and significantly affected the relationship between independent and dependent variables. Thus, some recommendations have been suggested in order to improve the organization performance.

ACKNOWLEDGEMENT

In the name of Allah, the Most Beneficent and the Most Merciful

All praises to be Allah, the Creator and Guardian of the universe. Praise and peace be upon our Prophet Muhammad S.A.W., the Messenger of Allah, his family and his companions from whom we gain the enlightenment.

Alhamdulillah, I able to finish the subject Research Methodology succesfully. First and foremost, I would like to express my sincere gratitude and deepest appreciation to my supervisor Madam Adibah Binti Hussin for her dedication, encouragement, and guidance accorded to me throughout the semester.

A special thank you and appreciation goes to my Research Methods lecturer, Dr. Mas Anom b. Rashid for her generous guidance and advice in accomplishing this research report. Not forget to my parent who has been the source of inspiration, support me whenever I feel down and always am there for me. I thank them all.

Lastly, my thankful to my fellow friends who have been helping by sharing ideas and suggestions in accomplishing this research. Thank you.

Izzati Binti Mustafa

Bachelor in Office Systems Management (Hons.)

Universiti Teknologi MARA Jengka, Pahang.

LIST OF TABLES

Table	Page
3.1 Data Analysis.....	21
4.0 Survey Return Rate.....	22
4.1 Profile of respondent.....	23
4.1.1 Gender.....	23
4.1.2 Age.....	24
4.1.3 Educational Level.....	24
4.1.4 Status.....	25
4.1.5 Service Duration.....	25
4.2 Cronbach's Alpha Coefficient Size.....	26
4.2.1 Reliability Analysis for Variables.....	26
4.3 Correlation.....	27
4.4 Mean Score Range.....	28
4.5 Pearson Correlation Statistic.....	28

LIST OF FIGURES

Figure	Page
1.0 Conceptual Framework.....	15