



**AFFECT OF ORGANIZATION CULTURE ON ORGANIZATION  
EFFECTIVENESS (PEJABAT SETIAUSAHA KERAJAAN NEGERI SEMBILAN)**

**NUR AMNANI BINTI HAMBALI  
2015887004**

**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURSS (HUMAN RESOURCE)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA**

**JULY 2017**

## **ACKNOWLEDGEMENT**

Assalamualikum WBT.

First of all I would want to express my gratitude to Allah S.W.T for allowing me to finish this thesis in time. This thesis would also not have been possible without the inspiration and support of a number of wonderful individuals my thanks and appreciation to all of them for making this thesis possible. I owe my deepest gratitude to my advisor Madam Nani Shuhada Binti Sehat. Without their enthusiasm, encouragement, support and continuous optimism this thesis would hardly have been completed.

I am forever thankful to my colleagues at the Pejabat Setiausaha Kerajaan Negeri Sembilan for their friendship and support, and for creating wonderful working environment. I would also like to thank my supervisor there Puan Zakilah Binti Ahmad for all the information given that I need for this thesis.

It is a pleasure to thank my groupmates for this thesis, Munirah and Shafiha for the wonderful and hard times we shared especially in completing this thesis. In addition, I would like to thank all my friends in UiTM Kampus Bandaraya Melaka who also gave me their support and additional information needed.

Finally, my deep and sincere gratitude to my family for their continuous and unparalleled love, help and support. I am forever indebted to my parents for giving me the opportunities and experiences that have made me who I am. This journey would not have been possible if not for them, and I dedicate this milestone to them.

## TABLE OF CONTENTS

TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	ix
LIST OF TABLES	x
ABSTRACT	xi
CHAPTER 1 INTRODUCTION	
1.0 Background of Study	1-2
1.2 Background of Company	2
1.1 Problem statement	2-3
1.2 Research Question	3
1.3 Research Objectives	4
1.4 Scope of Study	4
1.5 Limitation of Study	4
1.6 Significant of Study	4
1.7 Contribution of Study	5
1.8 Conclusion	5
CHAPTER 2 LITERATURE REVIEW	
2.0 Introduction	6

2.1 Organizational Culture	6-7
2.1.1 Clan	7
2.1.2 Adhocracy	8
2.1.3 Market	8
2.1.4 Hierarchical	9
2.2 Organizational Effectiveness	9-10
2.3 Relationship of Organization Culture & Organizational Effectiveness	10
2.4 Hypothesis	11
2.5 Theoretical Framework	12
2.6 Conclusion	12
CHAPTER 3 METHODOLOGY	
3.0 Introduction	13
3.1 Research Design	13
3.2 Sources of Data	
3.2.1 Primary Data	14
3.2.2 Secondary Data	14
3.3 Population of Study	14
3.4 Sampling	14
3.4.1 Sampling Technique	15
3.4.2 Sampling Frame	15
3.4.3 Sampling Size	15
3.5 Questionnaire Design	16
3.6 Conclusion	16

## **ABSTRACT**

The purpose of this study is to investigate the affect of organization culture on organization effectiveness: a case study of Pejabat Setiausaha Kerajaan Negeri Sembilan (PSUKNS). The objective of this study is to determine relationship between independent variable which is organization culture (clan, adhocracy, market and hierarchical) and dependent variable which is organization effectiveness. The population of this study are employees in PSUKNS and the sample consist of 114 respondents. All the data were interpret and analyse by using Statistical Package of Social Science (SPSS) version 20. The study indicated that adhocracy culture has significant relationship with organization effectiveness and become the most influence factor in affecting organization effectiveness