A STUDY ON FACTORS INFLUENCING ORGANIZATIONAL EFFECTIVENESS AMONG EMPLOYEES IN SYARIKAT AIR JOHOR HOLDINGS SDN BHD, MERSING BRANCH.

NORMALIZA BINTI MAD LEMON

2009836408

BACHELOR OF BUSINESS ADMINISTRATION (HONS)

HUMAN RESOURCE

FACULTY BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA, KAMPUS BANDARAYA MELAKA

MAY 2011

ACKNOWLEDGEMENT

Alhamdulillah, praise to Allah for giving me the strength and making it possible for me to complete this project paper within the time given without much problems. There are so many people have contributed to the completion of this report. Without their encouragement and support, I believe this study would not been completed on time.

First and foremost, I would like to extend my deepest appreciation and gratitude to my first advisor, En Noordin Yahaya, for his guidance, constructive ideas, invaluable cooperation, patience and encouragement throughout the period of completing this report. My warmest gratitude also goes to my second examiner for his invaluable guidance, time and comment in helping me to complete this research project and evaluate my research.

Moreover, I wish to extend my sincere appreciation to all staff of Syarikat Air Johor Holdings Sdn Bhd (SAJH), Mersing branch, especially to Puan Hafsah Ahmad Shahimi, Human resource Officer, for her best support, cooperation, willingness and invaluable insight in relation to the relevant information.

Finally yet importantly, I would like to express my deepest gratitude to those who assisted on the project paper, to my family and special person (Mohd Azuan) who never failed giving me constant support and encouragement in completing the study, to all lectures in UiTM Kampus Bandaraya Melaka, friends, and all respondents who were involved directly or indirectly.

Thank you.

A STUDY ON FACTORS INFLUENCING ORGANIZATIONAL EFFECTIVENESS AMONG EMPLOYEES IN SYARIKAT AIR JOHOR HOLDINGS SDN BHD, MERSING BRANCH.

NORMALIZA BINTI MAD LEMON
(2009836408)

BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCE MANAGEMENT, FACULTY OF BUSINESS MANAGEMENT,
UNIVERSITI TEKNOLOGI MARA, KAMPUS BANDAR MELAKA

ABSTRACT

Background: Organizational effectiveness is important to the organization. It is because the organization that effectiveness will achieve their goals and their objectives in the period given. If the organization becomes more effective, that organization can increase their productivity and so, will increase the company sales. This research was conducted to determine the factors that influence organizational effectiveness at Syarikat Air Johor Holdings Sdn Bhd, Mersing branch. The main objective is to examine the factors that lead to organizational effectiveness at Syarikat Air Johor Holdings Sdn Bhd, Mersing branch.

Method: The sample size for this study is 150 respondents. The questionnaire comprised 62 items adopted from Organizational Effectiveness (The Metrus Group), Job Satisfaction (Paul E. Spector) and Organizational Citizenship Behaviour (Minnesota) survey instrument and the respondent were asked to express their opinion on the scale of 1-5 where (1) disagree strongly, (2) disagree somewhat, (3) neither, (4) agree somewhat, and (5) agree strongly in a five point likert scale instrument. The questionnaires were prepared in two versions that are in Bahasa Malaysia and English.

Result: Results showed that all the independent variables which are job satisfaction and five dimension of organizational citizenship behavior have a positive relationship with the dependent variable which is organizational effectiveness. The strong factors that influence organizational effectiveness were job satisfaction and also one of the dimensions for organizational citizenship behavior which is civic virtue.

Conclusion: SAJH is needed to make sure all of their employees satisfied with their benefits provided and enjoy doing the job. The employees also must have organizational citizenship behavior in theirs elf to make sure the organization will become effective and achieve their objectives.

Keyword: Organizational Effectiveness, Job Satisfaction, and Organizational Citizenship Behavior.
Research type: Mode B

TABLE OF CONTENTS

TITLE	PAGE
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
LIST OF TABLES	v
LIST OF FIGURE	v
ABSTRACT	vi
CHAPTER 1: INTRODUCTION	
1.0 Introduction	1
1.1 Background of Study and Background of Company	2
1.2 Problem Statement	4
1.3 Research Question	5
1.4 Research Objective	5
1.5 Significant of Study	6
1.6 Scope of Study	6
1.7 Limitation	6
1.8 Terms Definition	7
1.9 Theoretical Framework	8
1.10 Hypothesis	8
CHAPTER 2: LITERATURE REVIEW	
2.0 Introduction	10
2.1 Literature Review	10