

**RESTRUCTURING OF MTB:  
FACTORS THAT INFLUENCING THE  
EMPLOYEES JOB SATISFACTION AND  
ORGANIZATION COMMITMENT**

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**Submitted in Partial Fulfillment  
Of the Requirement for the  
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MELAKA**

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**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION  
(HONS) MARKETING  
UNIVERSITI TEKNOLOGI MARA  
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**DECLARATION OF ORIGINAL WORK**

**I, MARLIZA BINTI OMAR, (I/C Number: 830120-06-5160)**

**Hereby, declare that,**

- **This work has not previously been accepted in substance for any degree, locally or overseas and it not being concurrently submitted for this degree or any other degrees.**
- **This project paper is the result of my independent work and investigation, except where otherwise stated.**
- **All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.**

**Signature: \_\_\_\_\_**

**Date: \_\_\_\_\_**

## LETTER OF SUBMISSION

28 November 2006

The Head of Program  
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Dear Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “**RESTRUCTURING OF MTB: FACTORS THAT INFLUENCING THE EMPLOYEES JOB SATISFACTION AND ORGANIZATION COMMITMENT**” to fulfill the requirement as needed by the faculty of Business Management, Universiti Teknologi MARA.

Thank you

Yours sincerely

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## **ABSTRACT**

Recently, job satisfactions among the employee become the most crucial subject in implementing the organization progress. Due to that, this research is conduct to carry out the factors that influencing employees job satisfaction and commitment toward organization in respect of the restructuring of MTB. The restructuring of the company will affect the policies, procedures and culture will create stress for all the people involved. Since the employees will have to deal with new people, new procedure, possibly more work and loss of previous co-workers and friends, restructuring would implicit the employees job satisfaction and commitment

Method that been used in this research are descriptive research. Descriptive research is a type of conclusive research, which has it major objective and the description of something. The populations for this research are the employees of MTB; with sampling size are 48 respondents. Sixty of questionnaires were distributed and only 48 complete questionnaires were return back. Data are analyzed using Reliability Test, Frequencies, Cross Tabulation and Pearson Correlation.

The result shows that there are three factors can be use in determining employee's job satisfaction. The three factors are peers relationship, promotion and salary. Beside that, demographic construct also influence the employee's job satisfaction and job commitment. All this factors are strongly influence employees job satisfaction and job commitment toward the organization.