



UNIVERSITI TEKNOLOGI MARA

**THE RELATIONSHIP BETWEEN JOB SATISFACTION AND
ORGANIZATIONAL COMMITMENT AMONG UNIFORMED PERSONNEL IN
THE PUBLIC SECTOR: A CASE STUDY AT THE MALAYSIA ROYAL
CUSTOMS DEPARTMENT OF PORT KLANG, SELANGOR.**

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LETTER OF TRANSMITTAL

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Dear Sir,

SUBMISSION OF APPLIED RESEARCH REPORT

Regarding to the above subject, I hereby submit my research report with the title "The relationships between job satisfaction and organizational commitment among uniformed

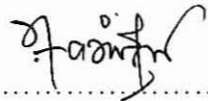
personnel in the public sector: A case study at the Malaysia Royal Customs Department Of Port Klang Selangor.”. This final report is requirement for the completion of applied research (ADM 655) subject, which is required by faculty of Administration and Law.

I have done thorough study and investigation for preparing this final report. I believe through this analysis and very valuable findings can contribute to faculty and Malaysia Royal Customs Department it self.

Therefore, I hope this report will fulfill the requirement of the Research Applied (ADM 655). I am also apologizing of any mistake or omissions in doing this report.

Thank you.

You're sincerely,



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(AZIAN BTE MANAP)

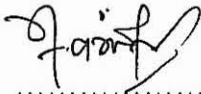
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2001312690.

THE DECLARATION

I hereby declare that this research study originally done and my own except those duly identified and recognized.

Signature,



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ABSTRACT

Organizational Commitment and job satisfaction may determine the successful and the failure of the organization, which mean borganization, can sustain their performance when it have a dedicated, competitive workforce and the quality of its commitment. Therefore this study are examine the relationship between job satisfaction and organizational commitment among uniformed personnel in the public sector. A case study at the Malaysia Royal Customs of Port Klang Selangor. A sample of 60 uniformed staffs in Malaysia Royal Customs Department was interviewed. The study is try to find the relationship between job satisfaction and organizational commitment with the demographic factors (age, gender, status, education, salary, job tenure and race), work it-self, pay, promotion, supervision and co-workers. Instead of interviews and self administered questionnaires other method of research that have been used in this study like data collection, cluster sampling technique, also statistical package for social sciences (SPSS). The findings hopefully can contribute and help the Malaysia Royal Customs Department in enhance the level of job satisfaction and organizational commitment.