

**THE RELATIONSHIP BETWEEN ORGANIZATIONAL
COMMITMENT TOWARDS JOB SATISFACTION
AMONG NON-ACADEMIC STAFF
IN UNIVERSITI TEKNOLOGI MARA CAWANGAN
SARAWAK, KAMPUS
SAMARAHAN.**

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DECLARATION OF ORIGINAL WORK

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Hereby, declare that:

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

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ABSTRACT

The aim of this correlational research was to study the relationship between organizational commitment and job satisfaction by adopting Meyer and Ellen (1996) and Armstrong (2006). According to Meyer and Ellen (1996), organizational commitment comprise of three: affective, continuance and normative. According to Armstrong (2006), job satisfaction insinuates the perspective and opinion of individual have about their work. In common, the objective of this study is to determine the relationship between organizational commitment and job satisfaction among Non-Academic staff in Universiti Teknologi Mara, Cawangan Sarawak, Kampus Samarahan. Hence, the descriptive and correlation analysis was conducted to test the reliability of the data. Krejcie and Morgan (1970) table was used to determine the suitable sample size. This study covered 82 staff since the total non-academic staff in UiTM Cawangan Sarawak Kampus Samarahan was 221 staffs. Data collecting was done using quantitative method specifically questionnaire instrument which then analysed using IBM Statistic Packages for Science Social (SPSS) version 22. To summarize this study, the findings indicates that the employees in UiTM are satisfied to work with the organization. Lastly, researcher expected that these research findings will be useful and able to provide valuable information in the future.

The finding of the study, results have shown that affective and normative commitment have a correlation with the job satisfaction while continuance commitment has no relationship to the job satisfaction.

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CHAPTER 1

Introduction

This chapter describes the background of the study, statement of the problem, research objectives and research questions, significance of the study, limitation of the study and definition of terms.

Background of the Study

In the modern era, organizational commitment seems to be very important in the workplaces because it has a relation with organizational behaviour (Ogunleye, 2013) and organizational commitment, and job satisfaction of the employees are an important factor for the success of the organizations (Ebru, 2015). Studies have found that employees play the most essential role in regulating the achievement of the organizations (Norizan, 2012). According to Meyer (1996), organizational commitment comprises three dimensions, which are affective, continuance and normative commitment. Hence, by understanding the employees in their job and what inspires them could be a key in strengthening the commitment of employees and their job satisfaction in the organization. In this era of globalization, job satisfaction is also important for one's success factor in an organization. Job satisfaction has become an important topic over the years and it is believed that if employees manage their work properly, this will result in the decrease in turnover and absenteeism among employees (Akpofore, 2006). This statement clearly indicates the importance of job satisfaction in organizations. According to Norizan (2012), employees who