

THE RELATIONSHIP BETWEEN ORGANIZATIONAL
COMMITMENT AND JOB SATISFACTION AMONG THE
EMPLOYEES AT SARAWAK ROAD TRANSPORT DEPARTMENT
(JPJ)

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ABSTRACT

This study examined the relationship between organizational commitment and job satisfaction. The research carried out among employees at Sarawak Road Transport Department (JPJ). The main objective of this study was to identify the relationship between three components of organizational commitment and job satisfaction at Sarawak Road Transport Department (JPJ). This study used a questionnaire to obtain the data before running in SPSS. The results showed that all the three components of organizational commitment (affective, continuance, and normative commitment) are having positive relationship with job satisfaction of the employees at Sarawak Road Transport Department (JPJ).

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CHAPTER 1

INTRODUCTION

Background of the Study

Over the past four decades, organizational commitment has become a much-researched subject. Both organizational commitment and job satisfaction of the employees was essential factors that related to the success of the organizations (Ebru, 2015). According to Norizan (2012), it was found that the most important determinant are employees as a leading factor that determine the success of the organizations. Furthermore, if employee commitments are properly managed, it will lead to beneficial consequences such as increased effectiveness, performance, and productivity. In addition, it will also decrease turnover and absenteeism among the employees. Mayer and Allen (1990) stated that there were three dimensions of organizational commitment, namely affective, continuance, and normative commitment. Organizational commitment also refers as the emotional responses which an employee have towards their job.

Job satisfaction has been an important topic over the years (Akfopure, 2006). The statement clearly indicates the importance of job satisfaction in any organization. Based on related literature review, it was found to be a popular area of research. Employees will perform their duties well and be committed to the job when they are satisfied. Thus, it is important for the employers to know the factor that can