

THE RELATIONSHIP BETWEEN ORGANIZATIONAL
COMMITMENT TOWARDS JOB SATISFACTION AMONG
STAFF IN KUMPULAN WANG SIMPANAN PEKERJA
(KWSP), KUCHING

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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 dimension: affective commitment, continuance commitment and normative commitment. 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 staff at Kumpulan Wang Simpanan Pekerja (KWSP), Kuching. Hence, the descriptive and correlation analysis was conducted to test the reliability of the data. The findings shows that affective commitment have significant strong relationship with job satisfaction with a correlation score of $.727^{**}$. While the second independent variable, normative commitment have a correlation of $.772^{**}$ with job satisfaction. The last variable is continuance commitment whereby there also exist positive relationship with job satisfaction as the correlation score is $.619^{**}$. As suggested by Cohen (1988) and cited from Pallant (2009), the strength value between 0.50 to 1.0 is considered strong. Krejcie and Morgan (1970) table was used to determine the suitable sample size. This study covered over 80 staff since the total staff in KWSP, Kuching was 141 staff. 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 at KWSP are satisfied and happy to work with the organization. Lastly, it is recommended for future researcher to expand the scope of job satisfaction into details such as job pay, job security, bonus, work environment and so on. Other than that, the research should be done in differing states and organization to be able to compare to the findings. Furthermore, different method of gathering data can be used such as interview and survey.

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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). 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 are satisfied with their job performance will stay committed and will decide to perform their work better. Thus, it is important for employers to