

THE RELATIONSHIP BETWEEN THE ORGANIZATIONAL COMMITMENT AND  
JOB PERFORMANCE AMONG EMPLOYEES AT INDUSTRIAL TRAINING  
INSTITUTE IN KOTA SAMARAHAN, SARAWAK

Prepared for:

MADAM SUSANA WILLIAM JALIL

Prepared by:

NORAMAL AMIRAH BINTI MOHD ZAID KOH          2015692708

DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF BUSINESS AND MANAGEMENT

MAC 2018



## AUTHOR'S DECLARATION

DEGREE IN OFFICE SYSTEM MANAGEMENT (HONS.)

FACULTY OF BUSINESS AND MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

Noramal Amirah Binti Mohd Zaid Koh (960119-15-5068)

Hereby, declare that:

- 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.
- 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 acknowledge.
- 

Signature: amal

Date: 14/05/2018

## **ABSTRACT**

The Malaysian Government is continuously implementing The National Transformation Policy (NTP) in formulating and developing the Eleventh Malaysian Plan, hence it is time for Malaysia to focus more on organizational commitment among employees working in the public sectors in order to have high levels of job performance among employees in the organization. The objective of this paper is to investigate the relationship between organizational commitment and job performance among public sector employees working in Industrial Training Institute Kota Samarahan, Sarawak. Data were obtained from 86 employees who completed the questionnaire on organizational commitment and job performance. It is hypothesized that organizational commitment has really great impact on the job performance. There are three dimensional models of organizational commitment, namely affective commitment, continuous commitment and normative commitment. Results were analysed with normality, reliability and correlation tests. It was that found affective and normative commitment have significant positive relationship with job performance whereas continuance commitment has significant negative relationship with job performance. To conclude, the organizational commitment plays an important role in attaining the job performance among public sector employees in Industrial Training Institute Kota Samarahan, Sarawak. This paper also presents limitations and recommendations for future researcher.

## TABLE OF CONTENTS

AUTHOR’S DECLARATION.....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT .....	iv
LIST OF TABLES .....	viii
LIST OF FIGURE.....	ix
LIST OF APPENDICES.....	x
CHAPTER 1 .....	1
INTRODUCTION.....	1
Background of Study.....	1
Statement of the Problem .....	3
Research Objective .....	4
Research Question .....	4
Significance of the Study.....	5
Limitation of the Study.....	6
Definition of Terms .....	6
CHAPTER 2 .....	8
LITERATURE REVIEW.....	8
Job Performance .....	8

## **CHAPTER 1**

### **INTRODUCTION**

This chapter provides the introduction of this study that includes sections such as background of the study, statement of the problem, research objectives and significance of the study. At the end of this chapter, the definition of terms is also provided. This chapter measures the relationship between organizational commitment and job performance among the employees working in Industrial Training Institute Kota Samarahan, Sarawak.

#### **Background of Study**

The Malaysian Government is continuously implementing The National Transformation Policy (NTP) in formulating and developing the Eleventh Malaysian Plan, Therefore, Malaysians are struggling to achieve the National Transformation towards becoming a developed nation by 2020 as set out in Command Paper 23 of 2015. Therefore, all parties should work together in achieving the goals. Our society needs to understand and be aware that the 11<sup>th</sup> Malaysian Plan is the “final leg” before we enter the arena of developed nation. This means that we need to work hard to achieve the National Transformation Policy by 2020 as well as to have the mindsets that reflect the people of a developed nation. (Razak, 2015) In order to achieve that, it is time for Malaysia to focus