THE RELATIONSHIP BETWEEN ORGANIZATIONAL COMMITMENT AND JOB SATISFACTION AMONG SUPPORT STAFF AT NATIONAL REGISTRATION DEPARTMENT, MINISTRY OF HOME AFFAIRS

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"DECLARATION OF ORIGINAL WORK"

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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 acknowledged.

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ABSTRACT

The purpose of this study is to determine the relationship between organizational commitment and job satisfaction among support staff in National Registration Department, Ministry of Home Affairs. The objective of this study was to identify the relationship between organizational commitment and job satisfaction. The main objective of this study is to determine the relationship between organizational commitment and job satisfaction. There are 110 support staff at National Registration Department, Ministry of Home Affairs was involved as the respondents in this study. Three Factor Model of Commitment by (Meyer,1996) has been used in this research which includes affective commitment, continuance commitment and normative commitment. The instrument that has been used in this study was questionnaire. The data was analysed by using SPSS version 20. Therefore, the results showed that the affective commitment have showed a positive, moderate and significant relationship with job satisfaction meanwhile continuance commitment and normative commitment represents a positive, low and significant relationship between job satisfaction. Accordingly, further recommendations for future study were proposed in the thesis.

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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

Nowadays, organizational commitment seems to be very important in the workplaces because it has a relation with an organizational behaviour (Ogunleye, 2013) and (Ebru, 2015) stated that organizational commitment and job satisfaction of the employees are important factors for the success of the organizations. Studies have found that employees play the most essential roles in regulating the achievement of the organizations (Norizan, 2012). The model used in this study is the Three Factor of Organizational Commitment that developed by Meyer in 1996. The first factor is Affective Commitment which refers on how the employee's affective attachment and how they involve in the organization. Continuance Commitment is refers to an individual's experience as well as their contribution to the organization. Lastly, Normative Commitment is about an employee's which are willingness to stay because they feel that they have responsibility towards the organization. Therefore, by understanding the employees in their job and what inspires them could be a key in strengthening organizational commitment and job satisfaction among employees in organizations.