

THE RELATIONSHIP BETWEEN ORGANIZATIONAL
COMMITMENT AND JOB SATISFACTION AMONG NON-
ACADEMIC EMPLOYEES AT UNIVERSITI TEKNOLOGI MARA
SARAWAK, SAMARAHAN CAMPUS 2

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“AUTHOR’S DECLARATION”

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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

This study is to study the relationship between Organizational Commitment (Affective, Continuance and Normative) and Job Satisfaction among the non-academic employees at Universiti Teknologi MARA Sarawak, Samarahan Campus 2. Therefore, the study will contribute to the extent of management and organizational behavior. In the beginning of this study, the purpose, research questions, significant of this study and other relevant for this study is indicated. In order to collect the data, the researcher used questionnaires as an instrument to find out the information from the respondents. The research was using the Statistical Packages for the Social Sciences (SPSS), version 20.0 in the data analysis process. The result showed that all the components of Organizational Commitment are having positive relationship with the Job Satisfaction of the employees at Universiti Teknologi MARA Sarawak, Samarahan Campus 2.

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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 were essential issues that related with the success of the organizations (Ebru, 2015). According to Norizan (2012) it was found that the most important determinant were employees as a leading factor that determine the success of the organizations. Furthermore, if employee commitments were 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. According to Meyer and Allen (1990), they 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 employees 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 their job if they are satisfied. Thus, it is important for the employers to know the factors that can contribute to their employee's job satisfaction level since it would affect the performance of