

THE RELATIONSHIP BETWEEN ORGANIZATIONAL
COMMITMENT AND JOB SATISFACTION AMONG STAFF AT
TELEKOM MALAYSIA BERHAD (TM) KUCHING

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- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

The purpose of this study is to explore the relationship between organizational commitment and job satisfaction among staff at Telekom Malaysia Berhad (TM) Kuching. Literature suggests that there are three factors that contribute to organizational commitment which are affective commitment, continuance commitment and normative commitment that affect the job satisfaction among employee. The methodology in this study described the type of research design used, sampling frame, population, sampling technique, sample size, the unit of analysis, data collection procedures, type of instrument used, validity of instrument, and data analysis. The findings of the study supported the presence of significant positive relationships of organizational commitment and job satisfaction. The research discussion includes recommendations for organization to study and understand the impact of organizational commitment in their working environment in order to improve their employee's job satisfaction. Besides, several recommendations are provided for future researchers who are interested to conduct further research in this area so that they can explore more and obtain in-depth valuable information to benefit various organization with similar interest.

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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). Organizational commitment is comprised three dimensions, which are affective, continuance and normative commitment (Meyer, 1996). Hence, 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 the organizations.

In this era of globalization, job satisfaction is also important for one's success in an organization. According to Akpofure (2006), job satisfaction has become an important topic over the years and it is believed that if employees manage their work