

THE RELATIONSHIP BETWEEN ORGANIZATIONAL CULTURE AND JOB  
PERFORMANCE TOWARDS SUPPORT STAFF AT INDUSTRIAL  
TRAINING INSTITUTE OF KOTA SAMARAHAN, SARAWAK

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## ABSTRACT

The aim of this research paper is to empirically test the relationship between the organizational culture (mission, involvement, consistency) towards job performance. In this study, the data were collected through questionnaires from 66 support staff working in Industrial Training Institute of Kota Samarahan. All the three traits of organizational culture ( mission, consistency, involvement) have a significant and positive influence on job performance. However, involvement has the largest influence on job performance, meaning that the support staff in Industrial Training Institute of Kota Samarahan can make decision on how they do their work and contribute their ideas that are beyond an employee's scope of work.

In order to analyze the data collected from the employees working in Industrial Training Institute of Kota Samarahan, questionnaires and correlation statistical analysis have been used. To study about the organizational culture, theory of Daniel Denison were used as the basis for this study.

Several recommendations are given in this study such as sample size and population of respondents that need to be increased, investigate more variables or types of organizational culture in order establish strong findings , widening up the scope of respondents, add another data collection method and change or increase the population, and offering more opportunities for employees.

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## CHAPTER 1

### Introduction

This chapter discusses the background of the variables chosen for this study in general setting. It also discusses the problem statement, especially the studied issues in which clarifies the direction of the research. The research objectives and research questions have been stated clearly. This chapter also includes the significance of the study, the limitations of the study and definition of terms that has been used.

### **Background of the Study**

Nowadays, the implementation of job performance is important in most organizations, either at public or private sectors. The researcher stated that the organization can acknowledge the employees' performances based on the result of their job performance (Daniel, 2014). Besides, the performance is a behavior that an individual looks after, either it is their strength or weakness. There are several methods that organizations use to measure the performance of the workers. One of the measurements which is organizational culture can use is key performance indicator (KPI).

Organizational culture is used to enhance employee's job performance. Wambugu (2014) has stated that organizational culture helps employees to contribute their thoughts towards the beliefs that established by the organization. The study has proven that the organizational culture has significant positive influence over the employee's job performance. Moreover, there are several models that previous researchers have used.