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THE RELATIONSHIP BETWEEN THE ORGANIZATIONAL POWER WITH JOB SATISFACTION IN CIVIL DEFENCE ORGANIZATION KOTA BHARU KELANTAN

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ABSTRACT

This research was conducted to find out the relationship between organizational power and job satisfaction in Civil Defence Organization Kota Bharu, Kelantan. The objectives were identify the types of organizational power provided, to identify the most influential organizational power and to investigate whether there is any relationship between organizational power and job satisfaction in an organizations at Civil Defence Organization Kota Bharu, Kelantan. Correlation research was used and questionnaire was used as research instrument. The sample population of 144 employee was taken and respondents were satisfied based on three Civil Defence Organization in Kota Bharu, Kelantan. The results show the types of organizational power provided in Civil Defence Organization Kota Bharu, Kelantan were legitimate and reward power. The results shows there were significant relationship between organizational power and job satisfaction among employee at Civil Defence Organization Kota Bharu, Kelantan. The study concluded that organizational power can increase job satisfaction by improved the using of power in an organization. Several recommendation was suggested which to improve effectiveness using organizational power in an organization.

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Sincerely,

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CHAPTER 1

INTRODUCTION

Chapter Overview

This chapter begins with an introductory background of the study including the background of Civil Defence Organization in Kota Bharu, Kelantan. The problem area will be discussing deeper understanding end with a statement of problem, specific research objectives and research questions. Then, it will continue with the significance of the study, limitation of study will be following and it will be end with definition of term.

Background of study

Distributions of power are a natural process happen every day in an organization (Haugard & Clegg, 2012). Power is the ability of a person to influence other person (Nelson & Quick, 2012). There are two types of power identified in organizational power which are consist of reward, legitimate, and coercive and also personal power consist of expert, and referent (Lunenburg, 2012).

As for this study, the researcher only focused on two types of organizational power which are legitimate power and reward power. Organizational Power means that the action that is taken by someone in the organization that will influence the behavior or benefits of the workers or staff that is working in the organization (Robinson & Bennett, 1997).