A STUDY OF THE RELATIONSHIP BETWEEN JOB SATISFACTION AND ORGANIZATIONAL COMMITTMENT

MASTURA BINTI AHMAD

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS) UNIVERSITI TEKNOLOGI MARA

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ABSTRACT

The purpose of this study was to examine the factors that contribute to job satisfaction and to investigate the relationship between job satisfaction and organizational commitment among employees in Pejabat Setiausaha Kerajaan Negeri Kedah Darul Aman (PSUK Kedah). Using Meyer and Allen's (2004) Three Component Model (TCM) Employee Commitment Survey was used to measure the level of organizational commitment among employees and Spector's (1997) Job Satisfaction Survey (JSS) was used to measure the factors of job satisfaction. The study further investigated the relationship of job satisfaction and organizational commitment. Correlational research was used in this methodology of study, and data were obtained through questionnaires surveys. All of 66 employees were randomly selected in Human Resource Department of PSUK Kedah to be surveyed. Descriptive data analysis procedures were used to analyze the data in relation to job satisfaction and organizational commitment. Pearson correlation coefficients were used to further examine the relationship between job satisfaction and organizational commitment. Among three factors of job satisfaction examined which are job itself, supervision and promotion the data identified that employees in Human Resource Department of PSUK Kedah tend to be most satisfied with the job itself. However, statistical analysis revealed that there are no relationship between job satisfaction and organizational commitment among employees in PSUK Kedah. In conclusion, this study had provided only a small portion of idea regarding relationship between organizational commitment and job satisfaction in the context of public sector workers. The finding of this study can help the organization in planning

and developing the strategies to enhance the organizational commitment of the employees. It may become one of the tool and guidance for further actions. This is important to keep the survival of the organization in the global era whereby nowadays it is not easy to make employees to feel obliged and become committed to the organization. It was recommended for future research to expand the study into other industries by investigate the relationship of organizational commitment and job satisfaction in public and private sector. Finally, it is hoped that this study would be beneficial to all relevant parties involved in academic research, students, end-users, as well as the various practitioners.

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CHAPTER 1

INTRODUCTION

CHAPTER OVERVIEW

This chapter will discuss in detail about the background and problem statement of the study. It also will describe the research objectives and research questions of the study. Besides, significance and limitation of the study also will be discussed together with the operationalized terms.

Background of the Study

Public institutions, which are different from private business enterprises in respect of their organizational objective and mission, have displayed a feature of central planning and administration. In fast progressive information era, in spite of the attempts of studies on legal regulations about the administration of civil servant, it is not given enough importance to human resource in public institutions in the operation of public administration in Malaysia. For this reason, public sector employees have a tendency to be traditionalist, and keep their current position in the organization (Celik, 2008). However, in order to meet the changing needs and demands of public institutions in the global world, it is necessary to develop an organizational climate and culture to satisfy the employees. So as to develop a climate like this, it is important to increase job satisfaction and to put organizational commitment into practice connected with satisfaction. According