



THE RELATIONSHIP BETWEEN JOB SATISFACTION AND  
ORGANIZATIONAL COMMITMENT AMONG EMPLOYEES AT  
SAMARAHAN DISTRICT COUNCIL, KOTA SAMARAHAN

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# TABLE OF CONTENTS

|                                                                         |          |
|-------------------------------------------------------------------------|----------|
| <b>CHAPTER 1</b>                                                        |          |
| <b>INTRODUCTION</b>                                                     | <b>1</b> |
| 1.1 Research Background                                                 | 1        |
| 1.2 Problem Statement                                                   | 2        |
| 1.3 Research Questions                                                  | 3        |
| 1.4 Research Objective                                                  | 3        |
| 1.5 Scope of Study and Limitations of Study                             | 4        |
| 1.6 Significance of Study                                               | 5        |
| 1.7 Definition of term                                                  | 6        |
| <br>                                                                    |          |
| <b>CHAPTER 2</b>                                                        | <b>7</b> |
| <b>LITERATURE REVIEW</b>                                                |          |
| 2.1 Job Satisfaction                                                    | 7        |
| 2.1.1 Job Intrinsic                                                     | 8        |
| 2.1.2 Job Extrinsic                                                     | 9        |
| 2.2 Job Satisfaction and organizational Commitment                      | 10       |
| 2.3 Organizational Commitment                                           | 10       |
| 2.3.1 Affective Commitment                                              | 11       |
| 2.3.2 Continuance Commitment                                            | 11       |
| 2.3.3 Normative Commitment                                              | 12       |
| 2.4 Relationship between Job Satisfaction and Organizational Commitment | 13       |
| 2.5 Conceptual Framework                                                | 14       |

# CHAPTER 1

## INTRODUCTION

### 1.1 RESEARCH BACKGROUND

This research was accomplished to identify job satisfaction and organizational commitment as connected among employees at Samarahan District Council, Kota Samarahan and to find out if they are interrelated to each other. Furthermore, the aim to do this research is to know the factors that were influencing between job satisfaction and organizational commitment among employees. On the other hand, for the scope area of this study were done in an area of Kota Samarahan, Sarawak.

According to Meyer and Allen (1991), there are three dimensions of organizational commitment include, affective commitment, continuance commitment and normative commitment. According to Mowday, Steer and Porter (1982), there are several forms of commitment and it comprises the employee's acceptance in the organization, like the aspiration to struggle for the job beside to stay on for the current job. According to Meyer and Allen (1991), affective commitment is the worker's expression and involvement in the organization. The employees with a strong affective commitment remain working with the organization as they willing to do so (Meyer and Allen, 1991).

Besides, continuance commitment is the responsiveness for the costs associated with leaving the organization plus employees who have a good relationship to the organization. Based on continuance commitment, the reason why the worker is staying with the association because they are essential to do (Meyer and Allen, 1991). Lastly is for normative commitment, the reflected sense of responsibility to remain employ become worker feel that they are should stay with the current organization.

## 1.2 PROBLEM STATEMENT

The study about job satisfaction and organizational commitment is important in the organization nowadays. Moreover, job satisfaction and organizational commitment are important for employees since it may bring the effect in their work and the organization itself. The problem that Samarahan District Council faced is the trend where the quality of workers or human resources compares to other sector they are offered to better reward. Then, the important thing is organizations must maintain the workers as a valuable asset with constantly since they are increasing over the time. Moreover, the factors that motivate employee's commitment to organizational become tops as a strength and competence of the organization become more sensitive to know and learn the problems in the organization.

Additionally, the studies assumed that happy workers become more dedicated to work. In fact, the working condition has also become important like to have a good communication and relationship with other staff since it is the one of the factors which give impact to the worker become more dedicated to work. According to Bishay (1996), the workers who are satisfied to work will express their attitude through their responsibility to their organization.

Lastly, since there is little to none research done job satisfaction and organizational commitment to the organization especially at Kota Samarahan. Therefore, the researcher has to adopt independent variables from other journals which associated with job satisfaction and organizational commitment.

The problem statement of this study is to explore the relationship between job satisfaction and organizational commitment at Samarahan District Council, Kota Samarahan.