



اَللّٰهُمَّ سَيِّدِي تَبَكَّرْ لِيْ وَمَا اَرَا
UNIVERSITI
TEKNOLOGI
MARA

**THE RELATIONSHIP BETWEEN ORGANIZATIONAL CULTURE AND JOB
PERFORMANCE AMONG EMPLOYEES AT MINISTRY OF
WELFARE, COMMUNITY WELLBEING, WOMEN, FAMILY AND CHILDHOOD
DEVELOPMENT SARAWAK**

**NUR LYIANA BINTI ADENAN
(2015744091)**

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT
(HONS.)
FACULTY OF BUSINESS MANAGEMENT**

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ABSTRACT

Organizational culture consists of the values and assumptions shared within an organisation. It defines on how an organization direct everyone in the organization towards the “right way” of doing things. Organizational culture can be considered as an organization’s DNA whereas, it is invisible to the naked eye yet it is a powerful traits that shape employee job performance. The Denison model of organizational culture (Denison, 2009) comprises three dimension of organizational culture, namely mission, involvement and consistency were used to investigate the relationship between organizational culture and job performance among employees at ministry of welfare, women, family and child development in Kuching, Sarawak. The objective of this study was to determine the relationship and how organizational culture does has impact job performance among the employees at Ministry of Welfare, Community Well-being, Women, Family and Childhood Development Kuching, Sarawak. This was accomplished through quantitative method of data collection, questionnaire and the respondent of this study are 110 employees of Ministry of Welfare, Community Well-being, Women, Family and Childhood Development Kuching, Sarawak. The finding of this study also reveal that mission, involvement and consistency have a significant relationship towards job performance. It is recommended for future studies that another study should be conduct in a private sector to determine how their use organizational culture to increase the employee job performance.

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Nur Lyiana Binti Adenan
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Faculty of Business and Management
University Teknologi MARA

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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 will be 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 be used as 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 toward the beliefs that established by the organization. The study has proven