



**STUDY ON THE RELATIONSHIP BETWEEN JOB
INVOLVEMENT AND JOB SATISFACTION WITH
ORGANIZATIONAL COMMITMENT AMONG LINE-
STAFF IN PUBLIC HIGHER EDUCATIONAL
INSTITUTIONS (IPTA)**

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Dear Sir/Madam

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “STUDY ON THE RELATIONSHIP BETWEEN JOB INVOLVEMENT AND JOB SATISFACTION WITH ORGANIZATIONAL COMMITMENT AMONG LINE-STAFF IN PUBLIC HIGHER EDUCATIONAL INSTITUTIONS” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours Sincerely,

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“In the name of God, the Most Gracious and Most Merciful”

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ABSTRACT

Educational institution is considered as a service industry playing key role in developing smart, well-educated with first class mentality human capital required in vision 2020. The staffs of a higher education institution are the key resources. Therefore, the main player is not only the academicians who are responsible to produce future human capital needed by the nation but also the line staff. Job involvement, job satisfaction and organizational commitment among the line staff are considered as an important element that will affect overall performance of the institutions. The main purpose of this research is to determine the relationship between job involvement and job satisfaction with organizational commitment among line staff in Public Higher Educational Institutions. Researcher used a proportionate stratified random sampling method for the study. 60 respondents come from the line-staff with grade NA17 until NA26 from two Public Higher Educational Institutions (IPTA); UTM and UTHM. The same questionnaires developed by Toga (2011) are distributed to the respondents. Based on the findings, researcher found that the level of job satisfaction and organizational commitment among line-staff in Public Higher Educational Institutions are high. However, the level of job involvement was moderate. Other than that, two (2) hypotheses developed by researcher are fulfilling as results shows that there was a significant relationship between job involvement and job satisfaction with organizational commitment. In addition, researcher also found that job satisfaction was the factor that influences the most on organizational commitment compared to job involvement. Therefore, three (3) research objectives of the study are fulfilling. Public Higher Educational Institutions are suggested by researcher to take action to increase job involvement and job satisfaction and promote higher perceived organizational support among the line-staff.