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A RESEARCH ON THE ORGANIZATION TRUST AND JOB
PERFORMANCE IN LAND AND SURVEY DEPARTMENT IN
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1.0 INTRODUCTION

This chapter focuses the background of the study which is on the job performance. It also emphasize on the organizational trust among the employees in the workplace. Section 1.1 discusses the background of the study, Section 1.2 explains the problem statement of the research while Section 1.3 states the research questions. Section 1.4 on the other hand, states the research objectives and Section 1.5 explain the information regarding the scope of the study. Furthermore, Section 1.6 explains the significant of this study and finally, Section 1.7 is about the definition of the terms and concepts.

1.1 Background of the Study

Trust, which is a significance feature of the employee organization relations, is best conceptualized as of graded intensity (Thompson and Alvesson, 2005 and Kallinikos, 2004). It is focus on aspects of standardization as trust in a system versus solidarity as trust in the individual. Trust has been define in many ways, but most suggest trust in the organization involves "one's expectations, assumptions, or beliefs about the likelihood that another's future actions will be beneficial, favorable, or at least not detrimental to one's interests" (Robinson, 1996). In addition, trust is based on a belief that the trustee is predictable, truthful, and reliable, has integrity and will act fairly (McAllister, 1995). Research

2.0 LITERATURE REVIEW

This chapter provides a review of the literature on organization trust and its association towards job performance in the public sector. Section 2.1 explains on the concepts of organization trust and job performance. Section 2.2 is determining the organization trust variables that affect the job performance. Section 2.2.1 indicates the integrity. Section 2.2.2 explains on the commitment and section 2.2.3 explains the dependability. Section 2.3 will explain on conceptual framework and lastly section 2.4 will shows the hypothesis.

2.1 Organization Trust and Job Performance

Organizations use self-managing teams especially cross functional ones as part of their efforts to guide change (Kotter, 2007), improve trust (Webber, 2002), and improve performance (Manz & Sims, 1993). In the theory many possibilities to manage learning processes are described which result in a learning culture with trust. In practice implementation is difficult because the basics of a learning culture have to evolve within the enterprise. An evolving learning culture includes all individuals in the entire organization; the management and the employees (Senge, 2006). It is better to work in an organization in which there is an environment of transparency, trust and value. A learning organization needs trust to be able to reflect on human behaviour in working situations. A relationship starts with trust. If you do not trust your employees, the employees will not trust

3.0 RESEARCH METHODOLOGY

In this chapter, the research methodology explained about how well the study will be carry out. Section 3.1 discusses on research design, Section 3.2 explains on sample size and Section 3.3 discuss a sampling technique. Section 3.4 discussing on unit of analysis, on the other hand Section 3.5 discussing on measurement, Section 3.6 data collection, and also Section 3.7 data analysis which relates to this research.

3.1 Research Design

Research design involves a series of rational decision-making choices relating to decisions regarding the purpose for the study (exploratory, descriptive, hypothesis testing), location (i.e., the study setting), the type it should conform to (type of investigation), the extent to which it is manipulated and controlled by the researcher (extent of research interference), and the level of which data will be analyzed (unit of analysis), are important to research design (Sekaran, 2003). The type of investigation that is used for this study in which we are interested in highlighting the important variables associated with the problem. In order to conduct this study, it is estimated that there will only be minimal interference as the data collected will not interfere the normal activities in that company. The research is on field study in which it is a non-contrived setting with a minimal researches' interference. A cross-sectional study is used to collect the data. It means that the data gathered just once, perhaps over a period of days or weeks