

EXAMINING THE RELATIONSHIP BETWEEN ORGANIZATION COMMITMENT AND JOB PERFORMANCE AMONG STAFF AT UITM CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA

NORASYADA BINTI DAZRI 2016667026

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE MANAGEMENT) FACULTY OF BUSINESS AND MANAGEMENT UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA KAMPUS BANDARAYA

DECEMBER 2019



IN THE NAME OF ALLAH, "THE MOST GRACIOUS, THE MOST COMPASSIONATE AND THE MOST MERCIFUL"

Alhamdulillah, all praises to Allah for the strengths and His blessings for me in order to complete this thesis.

I am very much thankful to my thesis advisor Dr Ramesh Krishnan for her continuous support, suggestions, ideas, corrections as well as her valuable time for me to complete this thesis from the beginning up to the end of writing. Her guidance, constructive criticism and motivation have contributed immensely in my writing and to the evolution of my idea on the thesis. I would like to thank you to Puan Suraya Hamimi Mastor for taking time to go through my project paper before presentation.

Then, my deepest appreciation goes to my family for their motivation and also my friends for their full of support, advices and continuous encouragement, in preparation and completion of this final year project.

Lastly, I would like to extend my utmost appreciation to the fellow respondents for their cooperation as well as openness in sharing their thought and personal information.

ABSTRACT

This study is to investigate the relationship between organizational commitment and job performance among staff at UiTM cawangan Melaka Kampus Bandaraya Melaka. Four objectives have been determined in order to achieve the purpose of this study. First is to investigate the relationship between organizational commitment and job performance among the staff. Second objective is to investigate the relationship between affective commitment and job performance UiTM Cawangan Melaka Kampus Bandaraya Melaka's employees. Third, to investigate the relationship between continual commitment and job performance. Fourth, to identify the relationship between normative commitment and job performance among the staff at Uitm Cawangan Melaka Kampus Bandaraya Melaka. The population of this study consists of 214 employees from UiTM Cawangan Melaka Kampus Bandaraya Melaka of organization, while the sample consists of 92 respondents. The questionnaires designed based on three independent variables that are expected to affect employees's performance which are affective commitment, continual commitment and normative commitment. To analyses the data, descriptive, correlation, and regression analyses was used. Hence, the results from this study reveal that there is a positive relationship between three independent variables which are affective commitment, continual commitment and normative commitment towards job performance 'performance. The sample of this study only limited to the employee that are working in UiTM Cawangan Melaka Kampus Bandaraya Melaka.

TABLE OF CONTENT

TITLE PAGE		i
DECLARATION OF ORIGINAL WORK		ii
LETTER OF SUBMISSION		iii
ACKNOWLEDGEMENT		iv
TABLE OF CONTENTS		v
LIST OF TABLES		viii
LIST OF FIGURES		ix
ABSTRACT		xi
CHAPTER ON	NE: INTRODUCTION	
1.1 Introduction		1
1.2 Problem Statement		2
1.3 Research Question and Research Objectives		4
1.4Scope of Study		5
1.5 Significant of Study		5
1.6 De	efinition of Terms and Concept	6
CHAPTER TV	VO: LITERATURE REVIEW	
2.3 Job Perfor	rmance (Dependent Variable)	7
2.3 Organizational Commitment		8
2.3.1	Affective Commitment (Independent Variable)	9
2.3.2	Continual Commitment (Independent Variable)	10
2.3.3	Normative Commitment (Independent Variable)	11
2.4 Conceptua	l Framework	12
2.5 Hypothesis		

CHAPTER T	THREE: RESEARCH METHODOLOGY	
3.1 Introducti	14	
3.2 Research Design		14
3.2.1	Purpose of Study	15
3.2.2	Type of investigation	15
3.2.3	Extent of Interference	15
3.2.4	Study setting	15
3.2.5	Unit of analysis	16
3.2.6	Time horizon	16
3.3 Populatio	16	
3.4 Sample		16
3.4.1	Sample Size	17
3.4.2	Sampling Technique	17
3.5 Instrumentation		18
3.5.1	Questionnaire Design	18
3.5.2	Pilot test	22
3.6 Data Analysis		23
CHAPTER F	OUR: FINDINGS	
4.1 Introduct	24	
4.2 Descriptive Statistics		24
4.3 Demograpic profile		26
4.4 Reliability Test		28
4.5 Pearson's Correlation Analysis		30
4.6 Regression Analysis		33
4.7 Summary of Findings		