JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT IN LEMBAGA TABUNG HAJI NEGERI KEDAH

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A project paper submitted to the College of Business in partial fulfillment of the requirements for the degree of Master of Human Resource Management
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Khairul Azhan Ghazali
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ABSTRAK

ABSTRACT

The purpose of this study is to examine the relationship between components of organizational commitment and job satisfaction of Lembaga Tabung Haji Negeri Kedah. It was assumed that there has not been any similar research conducted on Tabung Haji Kedah employees. Therefore this study could make important contribution to extant research in management and organizational behaviour. Research was conducted through a survey instrument consisting of demographic, job satisfaction and organizational commitment questions adopted from the validated Minnesota Job Satisfaction and Organizational Commitment Questionnaires. The study generated a 79.2 percent response rate from 120 employees. Factor analysis was conducted on the data obtained through organizational commitment scale developed by Meyer and Allen (1990). Cronbach's alpha coefficient and also test item total correlation were calculated for reliability of the factors. Results confirmed the hypothesized relationship between job satisfaction and organizational commitment among employees of Tabung Haji Kedah.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disclaimer</td>
<td>iii</td>
</tr>
<tr>
<td>Permission to Use</td>
<td>iv</td>
</tr>
<tr>
<td>Acknowledgement</td>
<td>v</td>
</tr>
<tr>
<td>Abstract</td>
<td>vi</td>
</tr>
<tr>
<td><strong>CHAPTER 1: INTRODUCTION</strong></td>
<td></td>
</tr>
<tr>
<td>1.1 Introduction</td>
<td>1</td>
</tr>
<tr>
<td>1.2 Problem Statement</td>
<td>3</td>
</tr>
<tr>
<td>1.3 Research Objectives</td>
<td>5</td>
</tr>
<tr>
<td>1.4 Research Questions</td>
<td>5</td>
</tr>
<tr>
<td>1.5 Significance of Study</td>
<td>5</td>
</tr>
<tr>
<td>1.6 Limitation of Study</td>
<td>6</td>
</tr>
<tr>
<td>1.7 Definition of key terms :</td>
<td></td>
</tr>
<tr>
<td>1.7.1 Job Satisfaction</td>
<td>7</td>
</tr>
<tr>
<td>1.7.2 Organization of Remaining Chapters</td>
<td>8</td>
</tr>
<tr>
<td><strong>CHAPTER 2: LITERATURE REVIEW</strong></td>
<td></td>
</tr>
<tr>
<td>2.1 Introduction</td>
<td>9</td>
</tr>
<tr>
<td>2.2 Organizational Commitment</td>
<td>9</td>
</tr>
<tr>
<td>2.2.1 Approaches to Organizational Commitment</td>
<td>12</td>
</tr>
<tr>
<td>2.3 Job Satisfaction</td>
<td>17</td>
</tr>
<tr>
<td>2.4 Job Satisfaction / Organizational Commitment</td>
<td>21</td>
</tr>
<tr>
<td>2.5 Research Model / Framework</td>
<td>31</td>
</tr>
</tbody>
</table>
## List of Tables and Figure

<table>
<thead>
<tr>
<th>Table</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Figure 2.1: Research Model</td>
<td>27</td>
</tr>
<tr>
<td>Table 3.1: The range and interpretation of Cronbach’s Alpha value</td>
<td>38</td>
</tr>
<tr>
<td>Table 3.2: The result of pilot test</td>
<td>39</td>
</tr>
<tr>
<td>Table 4.1: Frequency and percentage of respondents based on gender</td>
<td>42</td>
</tr>
<tr>
<td>Table 4.2: Frequency and percentage of respondents based on age</td>
<td>43</td>
</tr>
<tr>
<td>Table 4.3: Frequency and percentage of respondents based on marital status</td>
<td>44</td>
</tr>
<tr>
<td>Table 4.4: Education background</td>
<td>45</td>
</tr>
<tr>
<td>Table 4.5: Frequency and percentage of respondents based on position</td>
<td>46</td>
</tr>
<tr>
<td>Table 4.6: Frequency and percentage of respondents based on length of service</td>
<td>47</td>
</tr>
<tr>
<td>Table 4.7: Frequency and percentage of respondents based on salary</td>
<td>48</td>
</tr>
<tr>
<td>Table 4.8: The analysis of the relationship between job satisfaction and organizational commitment</td>
<td>49</td>
</tr>
</tbody>
</table>
CHAPTER 1

INTRODUCTION

1.1 Introduction

Public institutions, which are different from private business enterprises in respect of their organizational objective and mission, have displayed a feature of central planning and administration. Employees are the most important determinants and leading factors that determine the success of an organization in a competitive environment. Malaysia's economy is among the developing economies of the world. With the increasing levels of development, the working environment has also become more competitive. Public sector employees have a tendency to be traditionalist, and keep their current position in the organization. However, in order to meet the changing needs and demands of public institutions in the global world, it is necessary to develop an organizational climate and culture to satisfy the employees. So as to develop a climate like this, it is important to increase job satisfaction and to put organizational commitment into practice connected with job satisfaction.
The contents of the thesis is for internal user only
REFERENCES


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