FACTORS INFLUENCING AFFECTIVE ORGANIZATIONAL COMMITMENT AMONG KNOWLEDGE WORKERS: A CASE STUDY AT JABATAN PENGAIRAN DAN SALIRAN (JPS), KELANTAN

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MASTER OF HUMAN RESOURCE MANAGEMENT

2010

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A thesis submitted to the College of Business in partial fulfillment of the requirements for the degree of Master of Human Resource Management, Universiti Utara Malaysia

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ACKNOWLEDGEMENTS

"Syukur Alhamdullilah!"

Finally, I have managed to successfully complete the writing of the thesis on time. For that, I wish to express my deepest gratitude to my supervisor, Dr. Amer Bin Hj. Darus for his guidance, support, encouragement, critics, and valuable advice throughout the whole process of completing of the thesis. He has generously allocated and shares his time to assisting me in the study particularly with the techniques of statistical analysis in synthesizing and interpreting the data.

My heartfelt thanks and indebted to both of my parents, Abd Malek Bin Abdul Ghapar and Sakinah Binti Che Ya for their endless support and love. They are the source of my inspirations and strength in completing of the study. Last but not least, my sincerest thanks to other family, members and friends for their dearest encouragements and supports extended throughout my study here.

Thank you very much. May Allah bless all!

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ABSTRACT

This study was carried out to identify The Affective Organizational Commitment among Knowledge Workers in Jabatan Pengairan dan Saliran (JPS), Kelantan. The purpose of the present study is to develop understanding of organizational commitment and to examine whether there is relationship between independent variable (leaderships, knowledge sharing, task orientation, opportunities of training and development, compensation and incentives, and employee relations) with the dependent variable (affective organizational commitment).

There are 150 questionnaires were distributed to staff at JPS that have recognized and the response obtained was 100 per cent. The data obtained from the study was analyzed using descriptive statistics. Descriptive statistics was conducted to determine response rate and the profiles of the respondents. Pearson correlation analysis was conducted to examine the relationship between independent variable with the affective organizational commitment. Multiple regressions were use shows that leaderships having the most influence on the organizational commitment among five dimensions of independent.

The findings from this study were indicated that there was significant relationship between independent variables with organizational commitment. This is confirming that leadership, knowledge sharing, task orientation,

opportunities of training and development, compensation and incentives and employee relations is very important to ensure that the organization's goals achieved as a whole. Hence, Human Resource Managers should take pro active to improve better job environment and ensuring the organizational commitment among the knowledge workers.

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INTRODUCTION

1.0   Chapter Overview

This initial chapter focuses on the introduction and background of affective organizational commitment in a general sense. Subsequently, it discusses the purpose of the study, the objectives, its scope, and its limitations before concluding with the organization of the study.

1.1   Introduction / Background Of The Study

Organizational commitment is an important area of study to many researchers and organizations because the outcomes of this behavior or value may help to determine many work related interactions of the employees. It is mainly related to the employee's desire to continue working with the particular organization. As such, researchers and practitioners are ever so keen and interested to understand the factors that may influence an individual's decision to stay or leave the organization. Affective organizational commitment is one of the most prominent work attitudes examined in the work and organizational literature. The study of organizational commitment is an important and integral part of the literature on management and organizational

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The contents of the thesis is for internal user only

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