

**THE RELATIONSHIP BETWEEN JOB SATISFACTION
AND ORGANIZATIONAL COMMITMENT: A CASE OF
ALPS MALAYSIA SDN BHD**

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

**By
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DECLARATION

I certify that the substance of this thesis has not already been submitted for any degree and is not currently being submitted for and other degree or qualification.

I certify that any help received in preparing this thesis and all sources used have been acknowledged in this thesis.

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ABSTRAK

Tujuan kajian ini adalah untuk menilai hubungan antara kepuasan kerja dengan tahap komitmen kakitangan di ALPS Malaysia Sdn Bhd yang terletak di Jengka, Pahang. Penyelidikan ini akan cuba untuk mencari hubungan antara sub dimensi kepuasan kerja dan hubungannya dengan komitmen organisasi seperti pendapatan, kenaikan pangkat, keadaan kerja, penyeliaan dan rakan sekerja. Penyelidikan ini juga meneliti hubungan antara komitmen organisasi berdasarkan faktor-faktor demografi seperti jawatan, jantina, bangsa, umur, pendidikan, status perkahwinan, pengalaman kerja dan pendapatan yang diterima. Soalan kajian pula dibentuk berdasarkan soal selidik 'Organizational Commitment Questionnaire' (OCQ) yang diperkenalkan oleh Mowday, Steers dan Porter, 1979 yang bertujuan untuk mengetahui tahap komitmen organisasi di kalangan pekerja. Manakala soalan untuk mengukur tahap kepuasan kerja pula dibentuk berdasarkan soal selidik 'Job Description Index' (JDI) yang direka oleh Smith, Kendall dan Hulin, 1969, Soalan kajian terdiri daripada 44 item dengan menggunakan skala Likert dimana ianya melibatkan 157 orang responden dalam kajian ini. Data pula dianalisis dengan menggunakan Perisian Statistical Package for Social Science (SPSS) versi 19.0. Terdapat dua jenis statistik yang digunakan iaitu statistik deskriptif, untuk melihat peratusan dan statistik inferensi yang menggunakan Ujian t, ANOVA dan Korelasi Pearson Bivariate untuk melihat perhubungan antara pemboleh ubah terpilih.. Hasil kajian yang dijalankan didapati terdapat hubungan yang signifikan antara 8 faktor demografi terpilih dan 5 dimensi di dalam kepuasan kerja dengan komitmen terhadap organisasi. Oleh itu diharapkan pihak syarikat dapat mengekalkan tahap komitmen organisasi yang tinggi ini untuk memastikan syarikat lebih produktif dan lebih berdaya saing pada masa hadapan.

ABSTRACT

This research purpose is to evaluate the relationship between the commitment level of staff and officers of the ALPS Malaysia Sdn Bhd which located at Jengka, Pahang. This study will try to find the relationship between sub dimensions of job satisfaction and the connection with the organizational commitment including salary/pay, chance for promotion, job condition, supervision and co-worker. This study also investigated the relationship between organizational commitment based on demographic factors such as designation/position, gender, race, age, education, marital status, working experience, department attached and salary. The questionnaire is developed based on Organization Commitment Questionnaire (OCQ) which introduced by Mowday, Steers and Porter, 1979 to investigate the organizational commitment level among the staff. While to measure the level of job satisfaction, the Job Description Index (JDI) which developed by Smith, Kendall and Hulin, 1969, will be used for the questionnaires. The research question comprise with 44 items using the Likert scale where about 157 peoples are chosen to participate in this assessment. Data were analyzed using Statistical Software Package for Social Science (SPSS) version 19.0. There are two types of statistics are used including the descriptive statistics to see the percentage and statistical inference using t tests, ANOVA and Pearson bivariate correlation to examine the relationship between selected variables. The result of the study found a significant relationship between the selected of 8 demographic factors and 5 dimensions of job satisfaction on the organizational commitment. Hopefully the company can maintain the highest level of the organizational commitment among their staff for ensure the company more productive and more competitive in the future.

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CHAPTER 1

INTRODUCTION

1.1 Introduction to the study

The study of organizational commitment has been widely discussed before. According to Zakaria (2002), commitment to the organization is an attitude which is important because it contributes to the achievement of organizational goals. Employees who are fully committed on working will help to produce a good output for the organization. A strong commitment to their work will contribute to the productivity and quality thereby making the organization performance better. Typically, those who understand the importance of commitment to work are those who understand the vision, mission and objectives of the organization who want a service that is efficient and able to meet the needs of the organizational goals that were set.

The importance of staff providing a full commitment to the organization because according to Ab Aziz Yusof (2002), the organization of the 21st century will be faced with many challenges and difficulties in maintaining the employee to continue to serve and to show commitment to it. Many researchers had been done to find the impact of work commitment to organizational performance. According to the Porter, Steers, Mowday Boulian (1974) which stated the commitment is the relative strength of identification and involvement of individuals in a person in an organization.

Therefore, it is important for organizations that want to improve the performance should obtained a full commitment from their members of the organization. In general, a

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