

**THE JOB RELATED FACTOR AND ORGANIZATIONAL COMMITMENT AT
PTPL COLLEGE SUNGAI PETANI, KEDAH.**

**By
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**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
in Partial Fulfilments of the Requirement for the Master of Sciences (Management)**

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 acknowledge in this thesis.

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ABSTRAK

Tujuan utama kajian ini adalah untuk menilai hubungan antara peranan kerja dengan komitmen kakitangan dalam sesebuah organisasi. Kajian ini akan cuba untuk mencari hubungan antara sub dimensi peranan kerja dan hubungannya dengan komitmen organisasi sokongan penyelia, sokongan rakan sekerja, akses kepada sumber-sumber dan peranan pekerja. Persoalan kajian yang dibangunkan berdasarkan kepada soal selidik 'Organisasi Komitmen Soal' (OCQ) yang diperkenalkan oleh, Steers, Moday dan Porter, 1979 yang mempunyai matlamat untuk mencari tahap komitmen organisasi di kalangan pekerja. Soalan terdiri daripada 44 item yang menggunakan skala Likert di mana ia akan melibatkan 63 responden dalam kajian ini. Semua data yang dikumpul dianalisis menggunakan perisian Pakej Statistik untuk Sains Sosial (SPSS) versi dua puluh. Dalam kajian ini, ia mempunyai dua jenis statistik yang digunakan statistik deskriptif, untuk melihat peratusan dan statistik inferensi dengan menggunakan ujian korelasi Pearson ntuk melihat hubungan di antara pembolehubah. Kajian ini menjangkakan bahawa PTPL College Sg.Petani boleh mengekalkan tahap komitmen organisasi yang tinggi adalah untuk memastikan syarikat akan lebih produktif dan lebih berdaya saing pada masa akan datang melalui kajian pada masa akan datang.

ABSTRACT

The main purpose of this study was to evaluate the relationship between job role with the commitment of employees within an organization. This study will try to find the relationship between the sub dimensions of work role and its relationship with organizational commitment supervisor support, colleague support, access to resources and the role of employees. The research questions are developed based on questionnaires 'Organizational Commitment Questionnaire' (OCQ) introduced by, Steers, and Porter Moday, 1979, which aims to find the level of organizational commitment among employees. Question consists of 44 items using a Likert scale where it would involve the 63 respondents in this study. All data were analyzed using the Statistical Package for Social Sciences (SPSS) version of twenty. In this study, it has two types of statistical analysis used descriptive statistics, to see the percentages and inferential statistics using Pearson correlation for the relationship between variables. This study expects that PTPL College Sg.Petani can maintain a high level of organizational commitment is to ensure that the company will be more productive and more competitive in the future through the study in the future.

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TABLE OF CONTENT

DECLARATION	I
PERMISSION TO USE	II
ABSTRAK	III
ABSTRACT	IV
ACKNOWLEDGEMENT	V
TABLE OF CONTENT	VI

CHAPTER ONE: INTRODUCTION

1.1 Introduction to the study	1
1.2 Company Background	3
1.3 Problem Statement	4
1.4 Research Objective	6
1.5 Research Question	6
1.6 Significant of the Study	7
1.7 Definition of Key Term	7

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction	10
2.2 Organizational Commitment	11
2.3 Definition of Organizational Commitment	11
2.4 Types of Organizational Commitment	13
2.4.1 Affective Commitment	15
2.4.2 Continuance Commitment	15
2.4.3 Normative Commitment	16
2.4.4 The relationship between Affective, Continuance and Normative Commitment	17
2.5 The Side Bet Theory	19
2.5.1 The Antecedent of Commitment	19
2.5.2 The Outcome of Commitment	19
2.5.3 Previous Study of Organizational Commitment	20
2.6 The relationship between Job Related Characteristics and Organizational Commitment	21
2.6.1 Relationship between Supervisory Support and Organizational Commitment	21
2.6.2 Relationship between Co-worker Support and Organizational Commitment	23
2.6.3 Relationship between Access to Resource and Organizational Commitment	24

2.6.4 Relationship between Role Clarity and Organizational Commitment.	25
2.7 Job Related Theory	25
2.7.1 Herzberg Two Factor Theory	27
2.7.2 Job Characteristic Theory	27
2.9 Research Framework	31
2.9.1 Research Theory Framework	32

CHAPTER 3: RESEARCH METHODOLOGY

3.1 Introduction	33
3.2 Research Approach	33
3.2.1 Source of Data	34
3.2.2 Units of Analysis	35
3.3 Research Design	35
3.4 Population and sampling	35
3.5 Research Instrument	35
3.4 Data Collection	36
3.7 Data Analysis Techniques	38
3.8 Summary	39

CHAPTER 4: FINDING

4.1 Introduction	40
4.2 Respondent Background	40
4.3 Reliability Analysis	40
4.4 Demographic Profile of respondent	41
4.4.1 Age of respondent	42
4.4.2 Race of respondent	42
4.4.3 Last Education Background	43
4.4.4 Working Experiences	43
4.4.5 Designation	44
4.5 Descriptive Analysis of the variable	45
4.6 Testing the hypothesis	46
4.7 Correlations Analysis	47

CHAPTER 5 :DISCUSSION AND CONCLUSION AND RECOMMENDATIONS

5.1 Introduction	49
5.2 Discussion	49
5.3 Discussions on the relationship between demographic factors and organizational commitment	51
5.3.1 Gender	51
5.3.2 Age	51
5.3.4 Last education background	52
5.3.5 Working Experiences	52
5.3.6 Designation	53
5.4 Discussion of Relationship Between Job Related and Organizational Commitment	53
5.4.1 Supervisory Support	53
5.4.2 Co-worker Support	54
5.4.3 Access to resources	54
5.4.4 Role Clarity	55
5.5 Implication of the Study	55
5.6 Limitations	55
5.7 Recommendations	56
5.8 Conclusions	59
References	61-73
Appendix 1	

CHAPTER 1

1.0 INTRODUCTION

1.1 Introduction of the study

In today's environment of dynamic and chaotic era, management paradigms of organizations are becoming more challenging of human. Organizations need all their staff to contribute their opinions, ideas and creativity to all issues to improve overall production quality in different sectors to reach the organization goals. In recent years, competition and changes in technology also have affected the health sector seriously. Businesses in this sector want to increase their own competitive levels for their existence and continuity. Commitment to the organization is an attitude which is important because it contributes to the organizational goals. Staffs who is 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. According to Zakaria (2002), 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.

In general, a lack of commitment among the workers will have negative implications on the organization's ability to continue operations and to face the challenges ahead. This is because, with a strong commitment among the employees it would reduce the work pressures and produce more competitive and the quality of work than those who are less committed to the organization. According to Lee (2000) any program

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APPENDIX 1



UUM
COLLEGE OF BUSINESS

THE JOB RELATED FACTOR AND ORGNIZATIONAL COMMITMENT AT PTPL COLLEGE SUNGAI PETANI KEDAH.

Dear Respondents,

*I am currently pursuing my Master of Science (Management) at Othman Yeop Abdullah , Graduate School of Business, Universiti Utara Malaysia. The study that I am conducting is the partial fulfillment towards the completion of my postgraduate degree. The title that I want to explore is **“THE JOB RELATED FACTOR AND ORGNIZATIONAL COMMITMENT AT PTPL COLLEGE SUNGAI PETANI KEDAH.”***

I would appreciate if you could spare some time and thought in completing the survey questionnaires. I hope that you would co-operate in completing the questionnaire with the best of your ability.

This questionnaire consists of four sections. Section one consists of questions about your demographic profile and followed by section two about your awareness of privacy options, section three about job related and organizational commitment

Your response will be treated as confidential and used for research purposes only. There is no right or wrong answer. Thank you for your willingness to participate in this study.

Yours sincerely,

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SECTION A: Respondent Profiles.

This section intends to get information the respondents' demographic background.

[Tick the box which answers is best describing you]

1. Gender

Male

Female

2. Age

Less than 18 years old

19 – 24 years old

25 – 29 years old

More than 30 years old

3. Last Education Background

SPM

STPM

DEGREE

OTHERS

4. Race

Malay

Chinese

Indian

Others

5. Working Experiences

Less than 3 years

Between 3-4 years

Between 4-5 years

More than 5 years

6. Designation

Admin

Account/ Exam

Tutor/Lecturer

Others

SECTION B: Organizational Commitment

This section intent to get the respondents feedback about the topic study.

[Using the following scale, please cycle the number that represents your most appropriate answer.]

Organizational Commitment

Factor 1 : Affective Commitment

		Strongly disagree 1	Disagree 2	Neither agree or disagree 3	Agree 4	Strongly agree 5
1	I would be very happy to spend the rest of my career in this organization.	1	2	3	4	5
2	I really feel as if this organization's problem are my own	1	2	3	4	5
3	I do not feel like part of the family at my organization.	1	2	3	4	5
4	I do not feel emotionally attached to this organization	1	2	3	4	5
5	This organization has great deal of personal meaning for me	1	2	3	4	5
6	I do not feel a strong sense of belonging to my organization	1	2	3	4	5

Factor 2 : Continuance Commitment

		Strongly disagree 1	Disagree 2	Neither agree or disagree 3	Agree 4	Strongly agree 5
1	It would be very hard for me to leave my organization right now even if I wanted to	1	2	3	4	5
2	Too much of my life would be disrupted if I decided I wanted to leave my organization right now.	1	2	3	4	5
3	Right now staying with my organization is a matter of necessity as much as desire.	1	2	3	4	5
4	I feel that I have too few options to consider leaving this organization.	1	2	3	4	5
5	One of the few negative consequences of leaving this organization would be the scarcity of available alternative.	1	2	3	4	5
6	One of the major reason I continue to work for this organization is that leaving would require considerable personal sacrifice, another organization may not match the overall benefits I have here.	1	2	3	4	5

Factor 3 : Normative Commitment.

		Strongly disagree 1	Disagree 2	Neither agree or disagree 3	Agree 4	Strongly agree 5
1	I do not feel any obligation to remain with my current employer	1	2	3	4	5
2	Even if it were to many advantage, I do not feel it would be right to leave my organization now	1	2	3	4	5
3	I would feel guilty if I left my organization now	1	2	3	4	5
4	This organization deserves my loyalty	1	2	3	4	5
5	I would not leave my organization right now because I have a sense of obligation to the people in it.	1	2	3	4	5
6	I owe a great deal to my organization.	1	2	3	4	5

SECTION C: Job Related Characteristics

This section intent to get the respondents feedback about the topic study.

[Using the following scale, please cycle the number that represents your most appropriate answer.]

Factor 1: Supervisory Support

		Strongly disagree 1	Disagree 2	Neither agree or disagree 3	Agree 4	Strongly agree 5
1	My immediate supervisor is impartial	1	2	3	4	5
2	My immediate supervisor give me feedback that help me to improve my performance.	1	2	3	4	5
3	My immediate supervisor follow through on commitment	1	2	3	4	5
4	I receive coaching and training from immediate supervisor	1	2	3	4	5
5	My immediate supervisor is usually available.	1	2	3	4	5

Factor 2 : Co-worker Support

		Strongly disagree 1	Disagree 2	Neither agree or disagree 3	Agree 4	Strongly agree 5
1	I have the support and authority to make the decisions necessary	1	2	3	4	5
2	My department uses employee feedback to make improvement	1	2	3	4	5
3	I have enough involvement in decision that effect my work	1	2	3	4	5
4	This is the type of job in which I can feel a sense of accomplishment	1	2	3	4	5
5	I received encouragement to come up with new and better ways of doing nothing	1	2	3	4	5

Factor 3: Access to Resource

		Strongly disagree 1	Disagree 2	Neither agree or disagree 3	Agree 4	Strongly agree 5
1	It gives me a lot of things which I want to see	1	2	3	4	5
2	It provides me with opinion about much subjects	1	2	3	4	5
3	Better decision because of information from the web.	1	2	3	4	5
4	To look for information	1	2	3	4	5
5	To get information for free	1	2	3	4	5

Factor 4: Role Clarity

		Strongly disagree 1	Disagree 2	Neither agree or disagree 3	Agree 4	Strongly agree 5
1	I know what is expected of me at work	1	2	3	4	5
2	I am satisfy with the work load	1	2	3	4	5
3	My supervisor treat me fairly	1	2	3	4	5
4	There is someone of work who encourage my development	1	2	3	4	5
5	I get opportunities at work to learn and grow	1	2	3	4	5