IMPACT OF ORGANIZATION’S COMMITMENT AND CITIZENSHIP BEHAVIOUR ON ISLAMIC WORK ETHICS

NORHASYIKIN BINTI ROZALI

The Project Paper Submitted to the Othman Yeop Abdullah Graduate School of Business in Partial Fulfillment to the requirements for the Master of Science (Management) Universiti Utara Malaysia

DECEMBER 2013
PERMISSION TO USE

In presenting this project paper in partial fulfilment of requirement for a postgraduate degree from the University Utara Malaysia, I agree that the University Library make a freely available for inspection. I further agree that permission copying of this project paper in any manner, in whole or in part, for scholarly purpose may be granted by my supervisor or, in their absence by Dean of Othman Yoep Abdullah Graduate School of Business. It is understood that any copying or publication or use of this paper project or parts thereof for financial gain shall not be given to me to UUM for any scholarly use which may be made of any material from paper project. Requests for permission to copy or to make other use of material in this paper project, in whole or in part should be addressed to:

Dean of Othman Yeop Abdullah Graduate School of Business
University Utara Malaysia
06010 Sintok
Kedah Darul Aman
This study is to investigate the effect of Islamic work ethics on organization commitment and organization citizenship behaviour of staff Library UUM. The objectives of this study are to investigate the relationship between two independent variables of organization commitment and organization citizenship behavior with Islamic work ethics as dependent variable. This Study focused to staff of Perpustakaan Sultanah Bahiyah (PSB). Data were analyzed using the Statistical Package for Social Sciences (SPSS) 16.0 for processing data with accuracy and validity of data will not be questioned. A total of 130 questionnaires were distributed to 130 staff at PSB and only 48 questionnaires were returned for analysis. Analysis shows, a positive relationship between Islamic Work Ethics and Organization Commitment, but there are negative relationship of Islamic Work Ethics and Organization Citizenship Behavior.

**Keyword:** Islamic Work Ethics, Organization Commitment, and Organization Citizenship Behavior
ABSTRAK


Kata Kunci: Etika Kerja Islam, Komitment Organisasi dan Tingkahlaku Sukarela Organisasi
ACKNOWLEDGEMENT

Praise and gratitude be given to Allah the Almighty for putting forward me such a great strength, patience, courage, and ability to complete this project paper. My excessive gratefulness to my supportive and helpful supervisor, Assoc. Prof. Dr. Azizi Abu Bakar for assessing and guiding me in the completion of the research. With all truth fullness, without him, the project would not have been a completed one. She has really been for me a centre of motivation and guidance. I am truly grateful to his continual support and cooperation, as being prepared to assist me all along the completion of the project. I would like to present my thanks to my husband (Salman bin Basrin) who always been there for me, my daughter (Shofiyatul Hanan binti Salman) and all my family, and everyone who has helped either directly or indirectly to the completion of this project.

Universiti Utara Malaysia, December, 2013
Norhasyikin binti Rozali
808883
TABLES OF CONTENT

Title Pages  
Permission to Use i  
Abstract ii  
Abstrak iii  
Acknowledgement iv  
List of Tables vii  
List of Figures viii  
List of Abbreviation x  
List of Appendix ix

CHAPTER ONE: INTRODUCTION

1.0 Introduction 1  
1.1 Background of Study 3  
1.2 Problem Statement 7  
1.3 Research Objectives 8  
1.4 Research Questions 9  
1.5 Significant of Study 9  
1.6 Definition of Keys Terms 10  
1.6.1 Islamic Work Ethics 10  
1.6.2 Organization Commitment 11  
1.6.3 Organization Citizenship Behaviour 12

CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction 13  
2.1 Review of Related Literature 13  
2.1.1 Islamic Work Ethics 13  
2.1.2 Organization Commitment 18  
2.1.3 Organization Citizenship Behaviour 25  
2.3 Research Framework 30  
2.4 Hypotheses 31
## CHAPTER THREE: METHODOLOGY

3.0 Introduction 33  
3.1 Research Design 33  
  3.1.1 Type of Study 34  
  3.1.2 Sources of Data 35  
  3.1.3 Unit of Analysis 36  
3.2 Population and Sampling Design 36  
  3.2.1 Population Frame 36  
  3.2.2 Sample and Sampling Techniques 36  
3.3 Measurement 37  
3.4 Data Collection Procedures 39  
3.5 Data Analysis Techniques 40

## CHAPTER FOUR: FINDING

4.0 Introduction 41  
4.1 Response Rate 41  
4.2 Profiles of Respondent 41  
4.3 Reliability Test 44  
4.4 Descriptive Analysis 45  
4.5 Major Hypothesis (Null Hypothesis Testing) 46  
4.6 Discussion of Finding 48  
4.7 Summary of Finding 49

## CHAPTER FIVE: SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction 50  
5.1 Summary 50  
5.2 Conclusion 51  
5.3 Recommendations 52

## BIBLIOGRAPHY
LIST OF TABLES

Table 1.1 : List of Academic Library in University 6
Table 3.1 : Adopted Measurement Instruments 41
Table 4.1 : Length of service 44
Table 4.2 : Qualification 45
Table 4.3 : Marital Status 45
Table 4.4 : Gender 46
Table 4.5 : Ages 46
Table 4.6 : Reliability Statistic 47
Table 4.7 : Results of Descriptive Analyses 48
Table 4.8 : Correlation between Independent Variable (IVs) and Dependent Variables (DV) 50
LIST OF FIGURES

Figure 2.1 : Research Framework 32
Figure 4.1 : Nominal P-Plot on Frequency of Islamic Work Ethics 49
LIST OF ABBREVIATION

IWE : Islamic Work Ethics
OC : Organization Commitment
OCB : Organization Citizenship Behavior
PSB : Perpustakaan Sultanah Bahiyah
UUM : Universiti Utara Malaysia
H1 & H2 : Hypothesis Alternative
Ho : Hypothesis Null
SPSS : Statistical Package for Social Science
LIST OF APPENDIXES

Appendix A : Questionnaires
Appendix B : Analysis of Pearson Correlation
CHAPTER ONE
INTRODUCTION

1.0 Introduction

Malaysia is a one of Islamic Develop Country was a move faster in development of a country itself. For beginning of year 2020 Malaysia tired hard to reach out for target to become progressive country. As a country that has more than 2.8 million citizenship in Malaysian, with majority Muslims about 14771.8 (‘000) people, compare to others religion around (Department of Statistics, 2012). Islam is a basic for all activity of daily in Malaysia. For example that is development of many industries such as Halal Food, Islamic Banking, Islamic Finance, Education, and other, this also regarding of Islamic Management. Management from Islamic perspective of management and administration already divided into few issue, such as ethics, leaderships and behavior aspects of organizations. Talking about Islamic ethical in economic behavior and it will focus various issue business today. Business ethics and the role of social responsibility to both conventional and Islamic view, with comparative and complementary approach its enable to find more effective and human approach to ethics in business and management.

In regarding of the issue, Islamic Ethics, the Islamic revolution has made remarkable and essential contributions in many areas in humans’ life. To achieve these objectives, the teaching of Islam has provided the Muslims
The contents of the thesis is for internal user only
BIBLIOGRAPHY

Al-Quran


