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THE EFFECT OF JOB SATISFACTION, ORGANIZATIONAL COMMITMENT AND PERCEIVED ORGANIZATIONAL SUPPORT ON JOB PERFORMANCE.

SIT BOON CHUAN

UNIVERSITI UTARA MALAYSIA
2016
THE EFFECT OF JOB SATISFACTION, ORGANIZATIONAL COMMITMENT AND PERCEIVED ORGANIZATIONAL SUPPORT ON JOB PERFORMANCE.

By

SIT BOON CHUAN

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ABSTRACT

The main aim of this study was to examine the relationship between job satisfaction, organizational commitment, perceived organizational support and job performance. This study was conducted in Machang District council (MDC) and Tanah Merah District Council (TMDC), Kelantan, Malaysia. The sample of this study consisted of 278 administrative staff from the both local government institutions (i.e., MDC and TMDC). Data were collected through questionnaire survey. Data were analysed using various statistical techniques such as reliability analysis, descriptive analysis, correlation analysis (Pearson Correlation Analysis) and regression analysis (Multiple Regression Analysis). The regression results indicated that all the independent variables (i.e., job satisfaction, organizational commitment, and perceived organizational support) were positively correlated with the dependent variable (i.e., job performance).

Keywords: Job Satisfaction, Organizational Commitment, Perceived Organizational Support, Employee Job Performance
ABSTRAK

Objektif utama kajian ini adalah untuk mengkaji hubungan diantara kepuasan kerja, komitmen organisasi dan persepsi sokongan organisasi dengan prestasi kerja pekerja. Kajian ini telah dilaksanakan di dua buah institusi kerajaan tempatan negeri Kelantan, Malaysia, iaitu Majlis Daerah Machang (MDM) dan Majlis Daerah Tanah Merah (MDTM). Sampel kajian ini terdiri daripada 278 orang staf yang bekerja di MDM dan MDTM. Data dikumpul melalui soal selidik dan dianalisis dengan beberapa ujian statistik seperti ujian kebolehpercayaan, analisis diskriptif, analisis korelasi dan analisis regrasi. Dapatan kajian menunjukkan semua pembolehduahubah bebas (kepuasan kerja, komitmen organisasi dan persepsi sokongan organisasi) mempunyai hubungan positif dengan pembolehduahubah bersandar (prestasi kerja).

Kata Kunci: Kepuasan Kerja, Komitmen Organisasi, Persepsi Sokongan Organisasi, Prestasi Kerja
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<tr>
<td>AET</td>
<td>Affective Events Theory</td>
</tr>
<tr>
<td>JP</td>
<td>Job Performance</td>
</tr>
<tr>
<td>JS</td>
<td>Job Satisfaction</td>
</tr>
<tr>
<td>MDC</td>
<td>Machang District Council</td>
</tr>
<tr>
<td>OC</td>
<td>Organizational Commitment</td>
</tr>
<tr>
<td>POS</td>
<td>Perceived Organizational Support</td>
</tr>
<tr>
<td>SPSS</td>
<td>Statistical Package for Social Sciences</td>
</tr>
<tr>
<td>TMDC</td>
<td>Tanah Merah District Council</td>
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CHAPTER 1
INTRODUCTION

1.1 Background of the Study

Enhancement in employee job performance is the crucial concern of organizations in the current environment. Employees are the basic source of profits and competitive advantage in an organization. In other words, the effectiveness and productivity of an organization is attributed to the effectiveness and efficiency of employee’s performances. There are different psychological and environmental factors that may affect employee job performance. Ekemini (2012) mentioned that motivation, anxiety, and stress are the psychological factors that may influence the employee job performance. Besides, working environment factors such as lighting, inappropriate office furniture, insufficient of ventilation and inadequate security measures, communication and noise are said to have significant effects on employee’s attitude in which may influence their job efficiency (Nur & Narehan, 2015). This research will focus on the effect of job satisfaction, organizational commitment, and perceived organizational support on their job performance. This will be achieved by providing three detailed of independent variables that will affect the employee job performance.

At the point when an employee reports to work, his or her attitude influences job performance and it may affect the employee morale in the workplace. Generally, employees with positive attitudes have better performance, and employees with negative attitudes exhibit poor performance. Under those circumstances, it is up to
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