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**ORGANIZATIONAL COMMITMENT AND JOB SATISFACTION:
PERSPECTIVE OF THE KEDAH STATE TREASURY**

SYED MOHD EZMAN BIN SYED ZAIN



**MASTER OF SCIENCE (INTERNATIONAL ACCOUNTING)
UNIVERSITI UTARA MALAYSIA
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By



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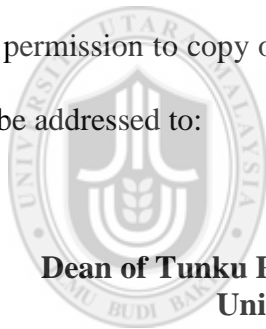
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ABSTRACT

The purpose of this study is to examine the relationship between components of organizational commitment and job satisfaction among employee at Kedah State Treasury. Therefore this study could make important contribution to extant research in management and organizational behaviour. In the beginning of this study, the purpose, research question, and the need for the study is given. Then, literature is discussed about organizational commitment and job satisfaction that focusing on the relationship between them. There are 84 employees in population and the number of sample were 76 respondents. All data of the respective measurement items are tested with reliability and validity test based on Alpha Cronbach to the internal consistence by using SPSS program version 21. The result showed that affective, continuance and normative commitment have a significant positive relationship with job satisfaction.

Key words: *Affective commitment, continuance commitment, normative commitment, job satisfaction.*

ABSTRAK

Tujuan kajian ini dijalankan adalah untuk mengkaji hubungan antara komponen komitmen organisasi dan kepuasan kerja di kalangan pekerja di Perbendaharaan Negeri Kedah. Oleh itu kajian ini dilihat boleh membuat sumbangan penting kepada penyelidikan yang masih ada dalam pengurusan dan tingkah laku organisasi. Pada awal kajian ini, tujuan, persoalan kajian, dan keperluan untuk kajian telah dinyatakan. Kemudian, dapatan kajian serta kajian terdahulu dibincangkan mengenai komitmen organisasi dan kepuasan kerja yang memberi tumpuan kepada hubungan antara mereka. Perbendaharaan Negeri Kedah mencatatkan populasi staf sebanyak 84 orang dan seramai 76 orang staf telah menjadi responden bagi kajian ini. Semua data dan pengukurannya diuji dengan kebolehpercayaan dan ujian kesahihan berdasarkan Cronbach Alpha serta SPSS versi 2.1. Hasil kajian menunjukkan ketiga-tiga komponen komitmen organisasi mempunyai hubungan positif yang signifikan dengan kepuasan kerja.

Kata kunci: komitmen afektif, komitmen berterusan, komitmen normatif, kepuasan kerja.

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**Syed Mohd Ezman Bin Syed Zain
Tunku Puteri Intan Safinaz
School of Accountancy
Universiti Utara Malaysia (UUM)
06010 Sintok
Kedah Darul Aman**

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Job satisfaction has been extensively researched (Susanty & Miradipta, 2013). The relationship between people and work is often noted by many philosophers. The workplace is often spent by most of the men in their lives. It can also be categorized as a social reality, but it can also improve the status of the individual, especially in public. Job satisfaction can have a beneficial outcome on the individual to carry on with the good work and committed to the organization. Therefore, the employer ought to know the elements that can influence the level of job satisfaction because individual job satisfaction has a major impact on the organization.

In a competitive environment, the main determinant of the success of an organization is dependent on the worker. Apart from that, good management of employee commitment can be beneficial to both the individual and organizational level in terms of effectiveness, performance, productivity and decrease turnover (Fiorita, Bozeman, Young & Meurs, 2007). Satisfaction in work will have a major impact that the employee will do a good job and be committed to the organization. Any organization that wants to succeed must ensure that each employee is satisfied (Berry, 1997). The effectiveness of an organization depends on a large number of employees where employees are satisfied with the work plus employees who are satisfied more productive than workers who are not satisfied (Robbins & Judge, 2008).

For employee opinions, they have contributed a lot to the organization and also involve emotions in organizations. However, the administration of the organization has little

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