

**KOMITMEN TERHADAP ORGANISASI DI KALANGAN PEKERJA PERKILANGAN  
ELEKTRONIK: ANALISIS DI NEGERIKEDAH**

**Tesis diserahkan kepada Sekolah Siswazah sebagai memenuhi  
sebahagian daripada syarat-syarat pengijazahan  
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## **KEBENARAN MERUJUK TESIS**

**Tesis ini dikemukakan sebagai memenuhi sebahagian daripada keperluan pengijazahan program sarjana Universiti Utara Malaysia. Saya bersetuju membenarkan pihak perpustakaan Universiti mempamerkannya sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan samada secara keseluruhan atau sebahagian daripada tesis ini untuk tujuan akademik adalah dibolehkan dengan kebenaran penyelia tesis ataupun Dekan Sekolah Siswazah. Sebarang bentuk salinan dan cetakan bagi tujuan-tujuan komersial dan membuat keuntungan adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Penyataan rujukan kepada penulis dan Universiti Utara Malaysia perlulah dinyatakan jika sebarang bentuk rujukan dibuat ke atas tesis ini.**

**Kebenaran untuk menyalin atau menggunakan tesis ini samada keseluruhan ataupun sebahagian daripadanya hendaklah dipohon melalui:**

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## ABSTRAK

Kajian ini diadakan bagi mengkaji perkaitan di antara ganjaran kerja dan komitmen terhadap organisasi di kalangan pekerja-pekerja perkilangan elektronik di negeri Kedah. Objektif-objektif kajian ini ialah untuk mengenalpasti; a) hubungan di antara ganjaran kerja dalaman dan komitmen terhadap organisasi, b) hubungan di antara ganjaran kerja luaran dan komitmen terhadap organisasi, c) perbezaan komitmen di kalangan pekerja berdasarkan ciri-ciri peribadi, dan d) pengaruh ganjaran-ganjaran kerja terhadap komitmen.

Seramai 207 orang responden dari lima buah organisasi perkilangan telah menyertai kajian ini. Mereka mewakili lima kumpulan jawatan, iaitu pengurus, eksekutif, pekerja teknikal, keranian dan pekerja pengeluaran. Set soal selidik mengandungi 54 item berskala lima Likert telah digunakan bagi mengukur maklum balas responden terhadap ganjaran kerja dan komitmen.. Sebanyak empat hipotesis utama dengan 15 hipotesis khusus telah dibentuk bagi kajian ini. Kaedah-kaedah statistik korelasi Pearson, Ujian-t, Analisis Varians (ANOVA) Sehala dan Regresi Berganda telah digunakan bagi menguji hipotesis-hipotesis ini.

Hasil kajian ini menunjukkan a) hubungan yang signifikan di antara ganjaran-ganjaran kerja dalaman (autonomi tugas, signifikan tugas dan penyertaan tugas), b) terdapat hubungan yang signifikan di antara ganjaran-ganjaran kerja luaran (hubungan dengan rakan sekerja dan penyelia, kepuasan gaji, kenaikan dan persekitaran kerja) dengan komitmen terhadap organisasi, c) ). terdapat perbezaan komitmen yang signifikan di kalangan pekerja berdasarkan ciri-ciri peribadi, iaitu umur, tempoh perkhidmatan dan jawatan kecuali jantina dan d) ganjaran-ganjaran kerja menunjukkan pengaruh yang signifikan ke atas komitmen dan dimensi-dimensinya (afektif dan penerusan). Berdasarkan kepada dapatan ini, cadangan-cadangan telah dikemukakan bagi meningkatkan lagi komitmen para pekerja kepada organisasi.

## ABSTRACT

**This study was undertaken to examine the relationships between work rewards and organizational commitment among the electronic manufacturing employees in Kedah. The objectives of this study were to investigate; a) the relationships between intrinsic work rewards and organizational commitment, b) the relationships between extrinsic work rewards and organizational commitment, c) the differences of organizational commitment among the employees based on their personal characteristics, and d) the influence of work rewards on organizational commitment.**

**207 respondents from five manufacturing organizations were participated in this study. They represented five job categories, namely managerial, executive, technical, clerical and production staff. A set of questionnaire containing 54 items using five-points Likert-type scale was applied to measure the employees' responses toward work rewards and organizational commitment. Four main hypotheses and 15 specific hypotheses were constructed for this study. Statistical tools such as using Pearson correlation, t-Test, Analysis of Variance and Multiple Regression were used to test these hypotheses.**

**The results revealed that a) there were significant relationships between intrinsic work rewards (task autonomy, task significance and task involvement) and organizational commitment, b) there were significant relationships between extrinsic work rewards (relationships with co-workers and supervisors, satisfaction with salary, promotions and working environments) and organizational commitment, c) organizational commitment were significantly differed among the employees based on age, job tenure and job position except gender, and d) work rewards also showed significant influences on the employees' organizational commitment and its two dimensions (affective and continuance). Some suggestions have been offered based on these findings**

## PENGHARGAAN

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## BAB SATU

### Pengenalan

#### 1.1 Pendahuluan

Bank Pembangunan Asia 1995 melaporkan bahawa ekonomi Malaysia telah mencatatkan pertumbuhan yang memberansangkan. **Pada** tahun 1970 sehingga tahun 1989, pertumbuhan ekonomi negara berada **pada** kadar purata 6.7 peratus setahun. **Pertumbuhan ini** telah meningkat **pada** kadar purata 8.4 peratus setahun di antara tahun 1990 hingga 1994 (Moha Asri, 1995).

**Laporan** Ekonomi 1994/95 **menyatakan** sektor **perkilangan terus** menjadi teraju kepada **pertumbuhan** pesat **ini**. Sepanjang tahun 1990 **hingga** 1993, sektor **perkilangan** telah menyumbangkan sebanyak 42 peratus dari keseluruhan pertumbuhan ekonomi negara. Peningkatan yang besar **juga** dapat **dilihat** dari sumbangannya kepada Keluaran Dalam Negeri **Kasar (KDNK)**. **Pada** tahun 1970, **ia hanya** menyumbangkan sebanyak 13.4 peratus **KDNK**, tetapi telah meningkat kepada 33.6 peratus **pada** tahun 1995.

Pertumbuhan yang menggalakkan di **dalam** sektor **perkilangan** adalah sejajar **dengan hasrat** kerajaan **untuk menjadikan** Malaysia sebagai sebuah negara **perindustrian**. Perkembangan pesat di dalam sektor perkilangan dan perkhidmatan **moden akan** menjadi teras **untuk**

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