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**JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT IN LEMBAGA  
TABUNG HAJI NEGERI KEDAH**

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**UNIVERSITI UTARA MALAYSIA**

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TABUNG HAJI NEGERI KEDAH**

**A project paper submitted to the College of Business  
in partial fulfillment of the requirements for the degree of  
Master of Human Resource Management  
Universiti Utara Malaysia**

**By:**

**Khairul Azhan Ghazali**

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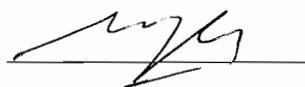
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## ABSTRAK

Kajian ini bertujuan mengenalpasti perhubungan di antara kepuasan kerja dan komitmen berorganisasi di Lembaga Tabung Haji Negeri Kedah. Kajian dilakukan melalui edaran soalan kaji selidik yang diadaptasi daripada Soalan soalan Kaji selidik Kepuasan Kerja dan Komitmen Berorganisasi Minnesota. Sebanyak 79.2 peratus daripada 129 responden telah memberi respon mereka. Data telah dianalisis menggunakan komiment berorganisasi yang dimajukan oleh Meyer dan Alan (1990). Data kemudiannya diproses dan dianalisis dengan menggunakan perisian SPSS dengan melibatkan kaedah statistik deskriptif dan inferensi yang sesuai. Kajian mendapati terdapat perhubungan yang kuat di antara tahap kepuasan kerja dan komitmen berorganisasi di kalangan pekerja Tabung Haji Kedah.



## ABSTRACT

The purpose of this study is to examine the relationship between components of organizational commitment and job satisfaction of Lembaga Tabung Haji Negeri Kedah. It was assumed that there has not been any similar research conducted on Tabung Haji Kedah employees. Therefore this study could make important contribution to extant research in management and organizational behaviour. Research was conducted through a survey instrument consisting of demographic, job satisfaction and organizational commitment questions adopted from the validated Minnesota Job Satisfaction and Organizational Commitment Questionnaires. The study generated a 79.2 percent response rate from 120 employees. Factor analysis was conducted on the data obtained through organizational commitment scale developed by Meyer and Allen (1990). Cronbach's alpha coefficient and also test item total correlation were calculated for reliability of the factors. Results confirmed the hypothesized relationship between job satisfaction and organizational commitment among employees of Tabung Haji Kedah.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Public institutions, which are different from private business enterprises in respect of their organizational objective and mission, have displayed a feature of central planning and administration. Employees are the most important determinants and leading factors that determine the success of an organization in a competitive environment.

Malaysia's economy is among the developing economies of the world. With the increasing levels of development, the working environment has also become more competitive. Public sector employees have a tendency to be traditionalist, and keep their current position in the organization. However, in order to meet the changing needs and demands of public institutions in the global world, it is necessary to develop an organizational climate and culture to satisfy the employees. So as to develop a climate like this, it is important to increase job satisfaction and to put organizational commitment into practice connected with job satisfaction.

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