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

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**MASTER OF SCIENCE (INTERNATIONAL ACCOUNTING)  
UNIVERSITI UTARA MALAYSIA  
JUNE 2016**

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**By**



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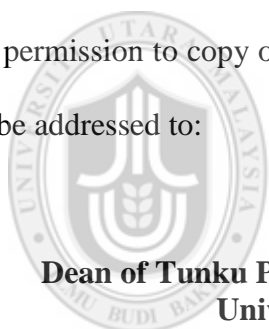
**UUM**  
**Universiti Utara Malaysia**

**Thesis Submitted to  
Tunku Puteri Intan Safinaz School of Accountancy,  
Universiti Utara Malaysia (UUM),  
In Fulfillment of the Requirement for the Master of Science  
(International Accounting)**

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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.*

## ACKNOWLEDGEMENTS

I begin in the name of Allah, most merciful. Many thanks to Allah for providing me with strength and emotional support throughout my study. I owe my deepest gratitude to those who have helped me through the process of completing this dissertation. It is a pleasure to thank those who made this project paper possible.

My most profound thankfulness goes to my supervisor: **DR MOHD. ATEF' MD. YUSOF** for all her patience, scientifically proven, creativity encouraging guidance, and discussions that made this study to what it is. Without her understanding, consideration and untiring advice, this dissertation would not have been completed successfully.

My special appreciation to my dear parents Syed Zain Bin Syed Abdullah and ZamZam Khirani Binti Mohd Salleh Khir whose endless love and support throughout my life can never be repaid. Last but not least, many thanks to my family members for their continuous moral support, and all my friends who helped in giving ideas, advices and support in completing this project paper. Thank you.

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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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