

INVESTIGATING DIMENSIONS OF JOB
SATISFACTION AND ETHICAL BEHAVIOR
TOWARD ORGANIZATIONAL COMMITMENT

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DECLARATION

We hereby declare that:

- (1) This undergraduate research project is the end result of our own work and that due acknowledgement has been given in the references to ALL sources of information be they printed, electronic, or personal.
- (2) No portion of this research project has been submitted in support of any application for any other degree or qualification of this or any other university, or other institutes of learning.
- (3) Equal contribution has been made by each group member in completing the research project.
- (4) The word count of this research report is 21,928 words.

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DEDICATION

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“To busy oneself with what is futile when one can do something useful, to attend to what is simple when one has the mettle to attempt what is difficult, is to strip talent of its dignity. It is a sin not to do what one is capable of doing.”

José Martí

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PREFACE

This thesis is submitted in partial fulfillment of the requirements for the completion of the Bachelor Degree of International Business (Hons). It contains work done from November 2012 to April 2013. This thesis is the product of the degree period, which is the last part of the International Business study at University Tunku Abdul Rahman. The thesis has been made solely by the authors; most of the text, however, is based on the research of other researchers on related research topics, and we have done our best to provide references to these sources.

Several persons have contributed academically, practically and with support to this degree thesis. We would therefore firstly like to thank our supervisor Dr. Lau Teck Chai for his time, valuable input and support throughout the entire degree period.

In November 2012, our supervisor, Dr. Lau Teck Chai has introduced and discussed with us regarding the areas of this research study, duration to complete the thesis, and several expectations on thesis writing as well as group contribution. In December 2012, we were to write up our minor's thesis on literature review. Followed by drafting of Chapter one and questionnaire design. A pilot test which consists of 30 respondents was conducted during January 2013. Data collection was reported in Chapter three at the end of February 2013. Lastly, chapter four and five were started to write up at the beginning of March 2013.

The first three chapters of this thesis describe background, method and literature respectively, with the remaining two chapters each presenting analysis of data and discussion of the research's findings.

ABSTRACT

The aim of this study is to investigate the impact of dimensions of job satisfaction and ethical behaviors toward organizational commitment of Malaysian employees. Dimensions of job satisfaction have been examined in this research study are satisfaction with pay; coworkers; supervision; work, while the workplace's ethical behaviors include ethical behaviors coworkers and ethical practices of successful managers. The study is mainly based on review of existing literature and collection of data through an adopted questionnaire survey, conducted from selected sample of Malaysian full-time employees. Cognitive Dissonance theory developed by Festinger in 1942 is used to test the general model. Total 240 questionnaires were distributed among the sample using convenience sampling technique. 186 respondents returned the questionnaire and 178 valid sets of questionnaires are utilized for the analysis purpose. The results of the study indicated that there is a direct impact of satisfaction with pay and satisfaction with coworkers toward organizational commitment of Malaysian employees. Those respondents who had higher satisfaction on their pay and coworkers will tend to have higher organizational commitment. This research paper is based on Malaysian full-time employees who work in Malaysia. So the results are applicable to Malaysia's context. A quantitative methodology is used to investigate the problems. Future research can investigate the problems based on both Malaysian full-time and part-time employees. Future research might further narrow the scope of study based on respective industries. The practical implications of the paper include implementation of results provided by the researchers to increase employees' job satisfaction and increasing organizational commitment level.

Keywords: Job satisfaction, Organizational commitment, Ethical behaviors, Malaysia.