

THE RELATIONSHIP BETWEEN EMPLOYEE
COMMITMENT AND EMPLOYEE PERFORMANCE
AMONG SUPPORT STAFF AT JABATAN KERJA RAYA
(JKR) IN KUCHING, SARAWAK

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ABSTRACT

Today's organizations need a commitment within a staff who understand the complexities of the rapidly changing global environment that leads the better organizational performance. The authority to lead not to be located in the person, different organizational culture existed, lack of the commitment attributes and role overload were the dilemmas experienced of performance. The study utilized a correlational quantitative design with 100 support staff at selected departments in Jabatan Kerja Raya (JKR) in Kuching, Sarawak. Thus, the aim of the study is to identify to what extent the commitment practiced by the top management that affect the Employee Commitment as well as examine the Relationship between Employee Commitment and Employee Performance among the Support Staff. Then, these objectives answered through questionnaires adapted. Descriptive and correlational analyses revealed that the Affective Commitment more correlated to the Job Performance with the results of correlation ($r=.470^{**}$, $p<0.50$) indicates were positive, strong and significant relationship. Meanwhile, the Normative Commitment with the results of correlation ($r=.308^{**}$, $p<0.50$) and Continuous Commitment with the results of correlation ($r=.201^{*}$, $p<0.50$) also indicates the Job Performance. Hence, it was can conducted the Affective Commitment, Normative Commitment and Continuous Commitment at the same time by the top management at selected departments in Jabatan Kerja Raya (JKR). Therefore, it is important to understand the type of commitment practiced since it will effect in such a way as to enhance employees' Job Performance.

TABLE OF CONTENTS

	Page
CHAPTER 1	1
INTRODUCTION	1
Background of the Study	1
Statement of the Problem	2
Research Objective	3
Research Question	4
Significance of the Study	4
Limitations of the Study	5
Definition of Terms	6
CHAPTER 2	7
LITERATURE REVIEW	7
Employee Commitment	7
Employee Performance	16
CHAPTER 3	26
METHODOLOGY	26
Research Design	26
Sampling Frame	27
Population	27

CHAPTER 1

INTRODUCTION

Background of the Study

Organizations look for ways to outperform their competitors and stand out to survive. Numerous studies have documented the organizational benefits that are derived from trustworthy behaviors. Trustworthy behaviors have been shown to influence organizational citizenship behavior. When employees trust their organization, they believe that the organization will treat them fairly and not deprive them of necessary support (Freund, 2014). This organizational trust fosters motivation and enables employees to focus on their jobs.

Commitment can be defined as the basic concepts describing the relationship between an employees. Organizational commitment refers to the pledge or member of an organization's responsibility towards his organization doing business in earnest to achieve organizational goals effectively and efficiently (Siburán, 2013). The commitment of employees can be an important instrument for improving the performance of organizations and it is dependent upon the organization itself. The commitment among employees can be a crucial tool for improving their performance in organizations (Marchalina & Ahmad, 2017). Organizational commitment has two basic dimensions: First it characterizes the employee's relationship with the organization, and second is the implication for the decision to continue or stop membership in the organization. Work commitment can be defined as to a career profession, job involvement and organizational commitment (Morrow, 1993).