

**THE RELATIONSHIP BETWEEN EMPLOYEE  
COMMITMENT AND EMPLOYEE PERFORMANCE  
AMONG SUPPORT STAFFS AT LEMBAGA LADA  
MALAYSIA IN KUCHING, SARAWAK**

**Prepared for:  
MADAM LEVIANA ANDREW  
MADAM NG KUI CHOO**

**Prepared by:  
NURHALEEDA BINTI SARBINI 2016701343  
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)  
FACULTY OF BUSINESS MANAGEMENT**

**DECEMBER 2018**

## TABLE OF CONTENTS

	Pages
AUTHOR DECLARATION.....	i
ABSTRACT.....	ii
ACKNOWLEDGEMENT.....	iii
LIST OF TABLES.....	iv
LIST OF FIGURE.....	v
LIST OF APPENDICES.....	vi
<b>CHAPTER 1.....</b>	<b>1</b>
<b>INTRODUCTION.....</b>	<b>1</b>
Background of the Study.....	1
Statement of the Problem.....	2
Research Objective.....	3
Research Question.....	3
Significance of the Study.....	5
Limitations of the Study.....	5
Definition of Terms.....	5
<b>CHAPTER 2.....</b>	<b>7</b>
<b>LITERATURE REVIEW.....</b>	<b>7</b>
Introduction.....	7
Employee Commitment.....	7
Employee Performance.....	12
<b>CHAPTER 3.....</b>	<b>24</b>
<b>METHODOLOGY.....</b>	<b>24</b>
Research Design.....	24



**BACHELOR IN OFFICE SYSTEM MANAGEMENT (Hons.)**

**FACULTY OF BUSINESS MANAGEMENT**

**“DECLARATION OF ORIGINAL WORK”**

I, Nurhaleeda Binti Sarbini, (940703-13-5260)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ABSTRACT

This empirical study is accomplished to predict the relationship between employee commitment and employee performance among the employees. This study is to identify the commitment of employees that divided into three categories which is affective commitment, continuance commitment and normative commitment give huge impact towards their job performance in the organizations. The sample consists of 132 peoples in Lembaga Lada Malaysia, Pending Division. This was accomplished through quantitative method of data collection namely questionnaire. The finding of study revealed that normative commitment is very important in order to achieve good job performance among employees. Pearson correlation and regression analysis was carried out for the collected data. The correlation analysis revealed that normative commitment has a low and significant relationships towards job performance. This finding indicated that it is recommends for future studies to further investigate the different types of commitment among their employees towards their organizations.

*Keyword: Organizational commitment, employee performance, components of commitment*

## **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 behaviours. Trustworthy behaviours have been shown to influence organizational citizenship behaviours. 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.

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 (Siburan, 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 to a career profession, job involvement and organizational commitment (Morrow, 1993).