



BACHELOR IN OFFICE SYSTEMS  
MANAGEMENT (HONS.)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA (UiTM) SARAWAK

THE RELATIONSHIP BETWEEN ORGANIZATIONAL  
COMMITMENT AND EMPLOYEE JOB PERFORMANCE AMONG  
SUPPORT STAFF AT UNIVERSITI MALAYSIA SARAWAK

---

VIVIAN PUYANG LAMAN  
2016706813

SEMESTER SEPTEMBER-DECEMBER 2018

## AUTHOR'S DECLARATION



BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

FACULTY OF BUSINESS MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, VIVIAN PUYANG LAMAN (2016706813)

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**

Organizational commitment (OC) is one of the most critical elements that every organizations should be aware about because this element has an impact on the employees' performance. It is very importance in any organization and it should not be underrated. Employees with strong organizational tend to work hard and have a good discipline at work in order to contribute to organization's performance. This research investigated organizational commitment among the support staff at faculty of Computer Science and Information Technology, UNIMAS using Allen and Meyer's Three-Component Model (TCM). Findings revealed that the support staffs in the faculty have a strong desire to stay in the university. All of the support staff desire to stay in the university because they feel they ought to. This feeling is driven by their loyalty and belongingness to the university. Overall, the result shows that the support staffs in the faculty have a strong continuance commitment to the university and they have a good job performance as well.

## TABLE OF CONTENTS

AUTHOR’S DECLARATION.....	i
ABSTRACT.....	ii
ACKNOWLEDGEMENT.....	iii
TABLE OF CONTENTS.....	iv
LIST OF TABLES.....	vii
LIST OF APPENDICES.....	ix
CHAPTER 1.....	1
INTRODUCTION.....	1
Background of the Study.....	1
Statement of the problem.....	4
Research Objective.....	5
Research Questions.....	5
Significance of the Study.....	6
Limitations of the Study.....	6
Definition of Terms.....	7
CHAPTER 2.....	9
LITERATURE REVIEW.....	9
Organizational Commitment.....	10
Employee’s Performance.....	11
Elements of Organization Commitment.....	12
Conceptual Framework.....	15
CHAPTER 3.....	16
METHODOLOGY.....	16
Introduction.....	16

## **CHAPTER 1**

### **INTRODUCTION**

This chapter discussed the background of the study, the underlying problems regarding the variable, research objectives, research questions, importance of the study and limitations. At the end of this chapter, the definition of terms is also provided.

#### **Background of the Study**

In this research, the researchers want to investigate further the use of organizational commitment in improving employees' performance as discuss by Hafiz AZ (2017). The purpose of this study is to determine how these commitments affect employees' performance. This research focused at Faculty Computer Science and Information Technology, UNIMAS.

According to Meyer and Allen (1997), organizational commitment is experienced by the employee as three simultaneous mind sets encompassing affective, normative, and continuance organizational commitment. The results of this study confirm that organizational commitment is a multifaceted concept, and that all its components have a positive impact on employees' performance.