

THE RELATIONSHIP BETWEEN ORGANIZATIONAL  
COMMITMENT AND EMPLOYEE'S PERFORMANCE  
AMONG SUPPORT STAFF AT YAYASAN SARAWAK

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DECEMBER 2018



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## **ABSTRACT**

Yayasan Sarawak is an organization that promotes improvement of opportunities for education especially for Sarawakian. This required dedicated staff to handle and facing the problems that occur during their work. The purpose of this correlational quantitative study was to find the relationship between organizational commitment and employee performance among support staffs in Yayasan Sarawak, Kuching.

The framework of this study was adapted from between Organizational Commitment and Employee's Performance Hafiz AZ (2017), three dimensions of organizational commitment namely affective commitment, normative commitment and continuance commitment. This study required implementation of a composite survey consisting of the demographic questionnaire, organizational commitment questionnaire and employee performance questionnaire.

Organizational commitment is the individual's psychological attachment to an organization. By adopting the appropriate organizational commitment dimensions, the level of employee performance can be measured. 86 support staff has voluntarily participated in this study.

In order to get the data, census technique was used to the support staff in Yayasan Sarawak. A total of 100 questionnaires were distributed and 86 was returned back from the support staff. This study helps pave a path for researchers to understand the importance of organizational commitment among the support staff to ensure they achieve employee performance.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter discusses 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 will Yayasan Sarawak in Kuching, Sarawak.

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.

Affective commitment is an emotional belongingness toward organization (Meyer and Allen, 1997). It is an involvement, attachment, and positive feelings such as identification