THE RELATIONSHIP BETWEEN WORKPLACE EMPOWERMENT AND EMPLOYEES' COMMITMENT AMONG SUPPORT STAFF AT BINTULU DEVELOPMENT AUTHORITY (BDA) IN BINTULU, SARAWAK

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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 degree.

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ABSTRACT

The purpose of this study is to investigate the relationship between workplace empowerment and employees' commitment among support staff in Bintulu Development Authority (BDA) organization. The factors were derived from the Kanter Structural Empowerment (1993) theory model. For this study, the researcher focuses only on four items such as opportunity, resources, power, and support. Out of 200 sets of questionnaires had been distributed to the employees in BDA, the researcher only received 133 sets of questionnaires which were considered usable with the effective response rate 67%. The result shown that opportunity has positive relationship ($r=.573$, $n=133$, $p<0.01$) with employees' commitment. There are also had two factors significant with employees' commitment which is power ($r =.567$, $n=133$, $p<0.01$) and support ($r=.511$, $n=133$, $p<0.01$). Then, followed by resources factor ($r=.463$, $n=133$, $p<0.01$) which shown it has positive relationship with employees' commitment in BDA organization. In conclusion, Bintulu Development Authority (BDA) organization have practiced the employees' empowerment in the workplace. Kanter's (1993) helps in provide guidance for understanding empowering and gain a broader perspective and understanding of the empowerment process. Also, the researcher understand better how these structural empowerment factors can affect employees' commitment spirit to always be motivated to withstand work pressure in the workplace.

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CHAPTER 1

INTRODUCTION

This chapter provides the introduction to this study and includes sections such as the background of the study, statement of the problem, research objectives and research questions. This chapter will also discuss the significance of the study and the definition of terms.

Background of the Study

In this current and challenging working environment, organizations aspire in the need for a high-performing workforce for the sake of growing into better organizations and surviving in this harsh and competitive environment. Based on the study that was conducted by Shaban (2017), when the employees have a low commitment at the workplace, it is the outcome of low morale and low motivation which leads to further undesired symptoms such as absenteeism and sabotage in the organization. This situation will put the organization at a critical phase because the employees are reluctant to do a certain job effectively.

Thus, there is a need of empowering the employees as it is strongly believed that a highly engaged workforce can increase innovation, productivity and bottom-line performance, and thus allow employees to be committed towards the organization.