THE RELATIONSHIP BETWEEN WORKPLACE EMPOWERMENT AND EMPLOYEES' COMMITMENT AMONG SUPPORT STAFF AT JABATAN BEKALAN AIR LUAR BANDAR, SARAWAK

AMANDA GEORGE PETER

**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA (UiTM)**

DECEMBER 2019

AUTHOR'S DECLARATION

DEGREE IN OFFICE SYSTEMS MANAGEMENT (Hons.)

FACULTY OF BUSINESS AND MANAGEMENT

"DECLARATION OF ORIGINAL WORK"

I, AMANDA GEORGE PETER

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

The objective of this study is to investigate the relationship between workplace empowerment and employees' commitment among support staffs at Jabatan Bekalan Air Luar Bandar, Sarawak. The four factors were obtained from Kanter Structural Empowerment (1993) theory model such as opportunity, resources, power and support. A questionnaire developed by (GEDiK, 2017) was adapted for this study. 130 sets of questionnaires were distributed which to measure the effect of workplace empowerment and employees' commitment at Jabatan Bekalan Air Luar Bandar, Sarawak. Convenience sampling technique was used to collect the data for this study. Based on the findings, opportunity and resources has a positive, low correlation and significant relationship with employees' commitment. For power, shows a positive, significant relationship and moderate correlation with employees' commitment. Whereas, support shows a positive but insignificant relationship and low correlation with employees' commitment as the organization seems to be lacking in providing guidance and feedbacks from subordinates, peers and superiors. Therefore, from this study, opportunity, resources and power showed there was a relationship with employees' commitment at Jabatan Bekalan Air Luar Bandar, Sarawak except for support. For the recommendation, it will be discussed at the end of the report.

TABLE OF CONTENTS

CHAPTER 1

INTRODUCTION

This chapter provides the introduction to this study and includes sections such as background of the study, statement of 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 are aspired for the need of 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 low commitment at the workplace, it is the outcome of low morale and low motivation which lead 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 certain jobs 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. In addition, when the upper level management gives full empowerment to their employees, it can make them (employees) more productive as they respond quickly to come out with good decision to any change in the environment. Based on Kanter (1977), it shows that the characteristics of the organization will determine the workplace