THE RELATIONSHIP BETWEEN WORKPLACE EMPOWERMENT AND EMPLOYEE COMMITMENT AMONG SUPPORT STAFF AT JABATAN KASTAM DIRAJA MALAYSIA MIRI (HQ)

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DECEMBER 2019

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DECLARATION OF ORIGINAL WORK

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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.

- 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.

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ABSTRACT

The purpose of this study is to investigate the relationship between workplace empowerment and employees' commitment among support staff at *Jabatan Kastam Diraja Malaysia Miri (HQ).* There were four factors being used in this paper that were derived from Kanter's Structural Empowerment Theory (1993) model. The factors included were opportunity, resources, power, and support. For the questionnaire, the researcher adapted GEDik (2017) questionnaire and used the 5-Point Likert Scale. Originally, the questionnaire used the scale which was Conditions of Work Effectiveness Questionnaire-II (CWEQ-II) developed by Laschinger (2012) and to answer the questionnaire, 200 sets of questionnaires were distributed to the employees of *JKDM Miri (HQ)* and a total of 100 were returned and usable. The result of this study reveals that all the factors measuring employee empowerment were positive and significant to employee commitment. In this research, resources show the highest association with employee commitment followed by support, power and opportunity.

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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 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. 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 decisions to any changes in the environment.