A CASE STUDY OF THE RELATIONSHIP OF ORGANIZATION CHANGE AND EMPLOYEES' COMMITMENT AMONG NON-ACADEMIC STAFFS AT UNIVERSITI MALAYSIA KELANTAN KAMPUS BACHOK

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JUNE 2017

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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 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.

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ABSTRACT

The purpose of this study is to determine the relationship between Organizational Change and Employees' Commitment among non-academic staffs at Universiti Malaysia Kelantan Kampus Bachok and to identify which Organizational Change contributes towards Employees' Commitment. 110 respondents took part in answering the quantitative research methods that have been distributed. The convenience sampling technique was used to identify the respondents. But, only 105 or 93.64% from the respondents returned the completed questionnaires. The results showed that the level of agreement on the Organizational Change and Employees' Commitment gives moderately high with the mean (M= 3.618, SD= 0.432). For the overall correlation of the relationship between Organizational Change and Employees Commitment, the results showed the positive relationship between all variables. The relationship between Organizational Change and Employees' Commitment gives the large relationship which indicates (r= 0.618). The recommendations for this study are the organization needs to held any training or seminar that related to the organizational changes before doing any changes while the staffs should gain more experience and knowledge about the changes. Besides that, the future researcher also need to gain their experience and understand more about the Lewin's Three- phases Model of Organization Change among employees' commitment in the organization.

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CHAPTER 1

INTRODUCTION

Background of the study

Every organization faced several problems in their company such as the numerous changes that occur from time to time. Most of the time, the organization faces the changes on the systems and management in their organizations in which employees often disagree with any changes that been made. According to McShane (2013), there are few contemporary challenges in organization being highlighted such as increasing workforce diversity and emerging employment relationship. Tappin (2014) cited from Oreg and Sverdlik (2011), a major reason for failed organizational change initiatives has been attributed to employees' resistance to change, which has been linked to employee unreadiness for change.

According to Tappin (2014), the combination of globalization, technological advancements, governmental regulations, changing customer tastes and trends combined with a host of other influences constantly force organizations to change, or respond to changes in the business environment. According to Gowdy (2015), organizational change