A CASE STUDY OF THE RELATIONSHIP OF ORGANIZATIONAL CHANGE AND EMPLOYEES' COMITMENT AMONG STAFF AT SARAWAK SKILLS DEVELOPMENT CENTRE, KUCHING SARAWAK

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ABSTRACT

The purpose of this study was to determine the level of agreement of Organization Change towards Employees Commitment and to determine the relationship between Organization Change and Employees Commitment Among Staff at Sarawak Skills Development Centre. This study provides important insight about organizational change into various elements of employees' commitment which are affective commitment and continuance commitment. This study used quantitative research method which is by distributing questionnaire that was distributed to 108 respondents. Besides, Descriptive and Correlation analysis was used for this study to examine organizational change and employees' commitment. The findings showed that the highest level of agreement was organizational change followed by employees' commitment. Moreover, there is a significant positive and large relationship between organizational change with employees commitment. Furthermore, the evidence provided in this study supports how organization manages their employees' commitment during organization change. Further research for this study was necessary by involving public sector to enhance the researcher to understand more about organizational change and employees' commitment.

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CHAPTER 1

INTRODUCTION

Background of the study

Every organization face several problems in their company such as the numerous changes that occur from time to time. Most of the time, the organization face 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 is stressful to employees manifesting itself, in many, with feelings of uncertainty. The change often encompasses the implementation of an innovation such as an idea, new knowledge, or a physical object, such as computer software (Cook, 2014). The organizational change often bring towards the employees' performance. It can be accepted as negative or even positive which it is depending on how the perception of