

THE RELATIONSHIP BETWEEN EMPLOYEE
COMMITMENT AND EMPLOYEE PERFORMANCE
AMONG SUPPORT STAFF AT LEMBAGA HASIL DALAM
NEGERI (LHDN) KUCHING, SARAWAK

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ABSTRACT

The aim of the study is to examine the relationship between employee commitment and employee performance among the staff. This study utilized a sample consists of 100 support staffs in Lembaga Hasil Dalam Negeri (LHDN), Kuching Sarawak. This study was accomplished through quantitative method for data collection which is questionnaire. Pearson Correlation Coefficient analysis were also carried out for collecting the data. The correlation revealed that continuance commitment is the highest variable among affective commitment and normative commitment with moderate correlation which is positive direction, significance and strong relationship ($r=.362$, $p<0.01$) towards job performance. It can conclude that staffs at Lembaga Hasil Dalam Negeri (LHDN) were motivated to stay only because for them leaving would be costly. It means that these variable correlated with each other. Meanwhile, normative commitment also indicates the relationship with job performance with positive direction, relationship and significance ($r=.323$, $p<0.01$). This finding indicated that it is recommends for future studies to further investigate the different types of employees commitment are used in the organization. Thus, management can incorporate these findings to assist employees to improve their commitment in such a way to enhance the employees' job performance.

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CHAPTER 1

INTRODUCTION

Background of the Study

Organizations look for ways to outperform their competitors and stand out to survive. Numerous studies have documented the organizational benefits that are derived from trustworthy behaviors. Trustworthy behaviors have been shown to influence organizational citizenship behavior. When employees trust their organization, they believe that the organization will treat them fairly and not deprive them of necessary support (Freund, 2014). This organizational trust fosters motivation and enables employees to focus on their jobs.

Organizational commitment refers to the pledge or member of an organization's responsibility towards his organization doing business in earnest to achieve organizational goals effectively and efficiently (Siburan, 2013). The commitment of employees can be an important instrument for improving the performance of organizations and it is dependent upon the organization itself. The commitment among employees can be a crucial tool for improving their performance in organizations (Marchalina & Ahmad, 2017). Organizational commitment has two basic dimensions: First it characterizes the employee's relationship with the organization, and second is the implication for the decision to continue or stop membership in the organization. Work commitment to a career profession, job involvement and organizational commitment (Morrow, 1993)