THE RELATIONSHIP BETWEEN WORKPLACE EMPOWERMENT AND EMPLOYEE COMMITMENT AMONG SUPPORT STAFF OF STATE HUMAN RESOURCE UNIT IN WISMA BAPA MALAYSIA, KUCHING, SARAWAK

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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.
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ABSTRACT

The purpose of this study was to investigate the relationship between the relationship between workplace empowerment and employee commitment among support staff of State Human Resource Unit in Wisma Bapa Malaysia, Kuching, Sarawak. This study was conducted to examine the relationship of opportunity, resources, power and support towards employee commitment among support staff of State Human Resource Unit in Wisma Bapa Malaysia, Kuching, Sarawak. Besides that, to get the result for the study, the were 120 questionnaires distributed to the support staff s and only 101 questionnaires were returned and considered usable with response rate of 84%. Then, the data of the study were using Statistical Package for Social Science (SPSS) version 23.0 data file. The result of this study shows that Support has a strong, significant and positive relationship result with the Employee's Commitment to the organization ($r=.688$, $n=101$, $p<0.01$). Besides that, the result between Power and Employees' Commitment shows that it has a strong, significant and having positive relationship ($r=.583$, $n=101$, $p<0.01$). As for Resources, it shows a moderate, significant and positive relationship with Employees' Commitment ($r=.426$, $n=101$, $p<0.01$). Lastly, for the Opportunity, the results show that it has a moderate, significant and positive relationship with Employees' Commitment ($r=.468$, $n=101$, $p<0.01$). Apart from that, this study also has discussed the result of each of the research questioned and there were a few recommendations that can be applied for the organization, employees also for the future researchers.

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CHAPTER 1

INTRODUCTION

This chapter provides the introduction to this study and includes sections such as the background of the study, statement of the 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 aspire in the need for 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 a low commitment at the workplace, it is the outcome of low morale and low motivation which leads 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 a 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. Besides, 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.