

**THE RELATIONSHIP BETWEEN ORGANIZATIONAL
COMMITMENT AND EMPLOYEES' PERFORMANCE AMONG
SUPPORT STAFF AT JABATAN PENDAFTARAN NEGARA
SARAWAK (JPNS)**

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Abstract

Organizational commitment plays a very large role in determining whether a member will stay with the organization and zealously work towards organizational goals. It is very important that organizational commitment has relationship with employees' performance. The objective of this study is to investigate the relationship between organizational commitment and employees' performance of Jabatan Pendaftaran Negara Sarawak (JPNS) in Kuching, Sarawak. This research is using Allen and Meyer's Three Component Model (TMC). Reliability of the variables was verified through Cronbach's alpha. The analysis of the data was done via Pearson correlation test and the data was analysed using IBM SPSS (Version 2.0). The results are only continuance commitment significant with positive correlation between organizational commitment and employees' performance. The study suggests some recommendation to the future researchers in order to obtains different results.

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CHAPTER 1

INTRODUCTION

This chapter discusses the background of the study, the underlying problems regarding the variable, research objectives, research questions, importance of the study and limitations. At the end of this chapter, the definition of terms is also provided.

Background of the Study

In this research, the researchers want to investigate further the use of organizational commitment in improving employees' performance as discuss by Hafiz AZ (2017). The purpose of this study is to determine how these commitments affect employees' performance. This research will focus at Jabatan Pendaftaran Negara Sarawak (JPNS) in Kuching, Sarawak.

According to Meyer and Allen (1997), organizational commitment is experienced by the employee as three simultaneous mind sets encompassing affective, normative, and continuance organizational commitment. The results of this study confirm that organizational commitment is a multifaceted concept, and that all its components have a positive impact on employees' performance.

Affective commitment is an emotional belongingness toward organization (Meyer and Allen, 1997). It is an involvement, attachment, and positive feelings such as id employees with the organization. The employees established strong attachment, and relationship with organization. Emotional attachments of employees increase the sincerity for organization,