

THE RELATIONSHIP BETWEEN ORGANIZATION COMMITMENT AND EMPLOYEE
PERFORMANCE AMONG THE SUPPORT STAFF AT PEJABAT PENDIDIKAN DAERAH
SAMARAHAN (PPD)

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"DECLARATION OF ORIGINAL WORK"

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Hereby, declare that:

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- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

Organizational commitment (OC) is a key element that needed from the employees to increase their performance in the organization and it is also one of the most crucial elements that support employee's performance. Organizational commitment gives impact to employees to work harder and dedicate to finish their work in the organization. This research is conducted at Pejabat Pendidikan Daerah Samarahan (PPD) using Allen and Meyer's Three-Component Model (TCM). Findings revealed that the support staffs working in PPD has emotional attachment and eagerness that an employee has for staying in an organization. Employees tend to stay in the organization because they feel they deserve to work at the workplace. Besides that, employees are comfortable in staying and continuing working in the organization because they understand what their roles are to contribute to the organization. The study suggests some recommendation to the future researchers in order to obtain different results.

TABLE OF CONTENTS

AUTHOR’S DECLARATION.....	ii
ABSTRACT.....	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS.....	v
LIST OF TABLES.....	vi
LIST OF FIGURE.....	vii
LIST OF APPENDICES.....	viii
CHAPTER 1.....	2
INTRODUCTION	2
Background of the Study	2
Statement of the Problem.....	4
Research Objectives.....	5
Research Questions.....	6
Significance of the Study.....	7
Limitations of the Study.....	8
Definition of Terms.....	9
CHAPTER 2	11
LITERATURE REVIEW	11
INTRODUCTION	11
Organization Commitment.....	12
Employees Performance.....;	13

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 focus at Pejabat Pendidikan Daerah Samarahan (PPD)

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 show that organizational commitment is a multifaceted concept, and that all its components have a positive impact on employees' performance.