

**THE RELATIONSHIP BETWEEN WORKPLACE
EMPOWERMENT AND EMPLOYEE COMMITMENT
AMONG SUPPORT STAFF AT PUBLIC SECTOR IN
KUCHING, SARAWAK**

Prepared for:

**DR. HAJAH NORLINA BINTI MOHAMED NOOR
PROF. MADYA DR. CAESAR DELWIS @ DEALWIS**

Prepared by:

**AFIFAH SYAIRAH BINTI DAMIRI
AMANDA GEORGE PETER
DAISY SUDAN ANAK KILAT
NUR ATIQA BINTI RAJALI**

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(HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT**

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CHAPTER 1

INTRODUCTION

This chapter provides the introduction of this study and includes sections such as background of the study, statement of 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 work environment, organizations are aspired for need of high-performing workforce for the sake of growing into a better organization and surviving in this harsh and competitive environment. Based on the study that was conducted by Shaban (2017), when the employees have low commitment in the workplace, it is the outcomes of low morale and low motivation which lead to further undesired symptoms such as absenteeism and sabotage in the organization. This situation will put the organization at critical phase because the employees reluctant to do 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. In addition, when the upper level management give 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.

CHAPTER 2

LITERATURE REVIEW

Introduction

This study aims to investigate the workplace empowerment and employee commitment among public sector employees in Kuching, Sarawak. This study will also highlight the four dimensions of workplace empowerment according to the structural empowerment theory (Kanter, 1993). A review of literature will be presented as follows application of Kanter's theory, the four dimensions of empowerment and employee commitment.

Employee Commitment

Employee commitment (EC) has become one of the most important value of work attitudes in organization. This is because organizations value commitment among their employees in order to reduce withdrawal behaviour, such as lateness, absenteeism and turnover (Mechanic & İrefin, 2014). The study was conducted among employee in Coca Cola Nigeria Limited Maiduguri, Borno State. This paper focuses on the influence of employee commitment on organisational performance and employees' turnover.

CHAPTER 3

METHODOLOGY

Introduction

This chapter is to present about the methods of investigation of the present research. It will describe the type of research design used and it includes sampling frame, population, sampling technique, sampling size, the unit of analysis, data collection procedures, type of instrument and plan for data analysis. The purpose of this study was to identify the factors in workplace empowerment towards employee commitment in public sectors at Kuching, Sarawak. Furthermore, this study was also created to investigate the relationship between workplace empowerment and employee commitment by analysing the four dimensions that contribute to employee commitment.

Research Design

Research design is used to distinguish non-experimental from experimental research (Salkind, 2014). The correlational research design is used in this study. The methodological approach in this study is a non-experimental research. Correlational research examines the relationship between variables (Salkind, 2014). This study serves to investigate the relationship between workplace empowerment and employee's commitment in public sectors at Kuching, Sarawak.