THE RELATIONSHIP BETWEEN ORGANIZATIONAL CHANGE AND
EMPLOYEE COMMITMENT AMONG SUPPORT STAFF AT MY E.G.
SERVICES BERHAD PETALING JAYA, SELANGOR

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ABSTRACT

The purpose of this study is to determine the relationship of organizational change and employees' commitment among support staff. This study involves issue of regular changes in organization system and management which may give impact on employees' commitment at the workplace.

The finding for this study is based on a sample of respondents who are the support staff of My EG Services Berhad. The sample size involves in this study is 214 from the population of 480 support staffs. There are 214 sets of questionnaire that have been distributed to the respondents. This questionnaire consists four sections namely demographic background, the organizational change, affective commitment, and continuance commitment. The questionnaires are gathered by using a convenience sampling technique, which all respondents were available at that mean time. It is found that organizational changes have a significant relationship with employee commitment to work. The correlation values between organization changes and employee commitment is medium correlation which, $r=404$, $p<0.01$. Moreover, it is found that the level of agreement on organizational change towards employee commitment was moderately high in My EG Services Berhad Petaling Jaya,Selangor.

However, there may be some limitations on the accuracy of findings from this study. The reasons are because this study is limited to support staff of My EG Services Berhad Petaling Jaya, Selangor as the respondents, and only questionnaire is being used as a method to collecting the data. Nevertheless, from the findings, it can be concluded

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CHAPTER 1

INTRODUCTION

Background of the Study

Every organizations faces several problems in their company such as the numerous changes that occur from time to time. Most of the time, the organization faces the changes in the systems and management in their organizations, in which employees often disagree with any changes that been made. According to McShane (2013), there are few contemporary challenges in the organization being highlighted such as increasing workforce diversity and emerging employment relationship. Tappin (2014) cited from Oreg and Sverdlik (2011), a major reason for failed organizational change initiatives has been attributed to employees' resistance to change, which has been linked to employee unreadiness for change.

According to Tappin (2014), the combination of globalization, technological advancements, governmental regulations, changing customer tastes and trends combined with a host of other influences constantly force organizations to change, or respond to changes in the business environment. According to Gowdy (2015), organizational change is stressful to employees manifesting itself, in many, with feelings of uncertainty. The change often encompasses the implementation of an innovation such as an idea, new