THE RELATIONSHIP OF ORGANIZATION CHANGE AND
EMPLOYEES COMMITMENT AMONG EMPLOYEES AT
MAJLIS DAERAH PONTIAN, JOHOR

Prepared for:
MADAM GLADYS SEBI ENTIGAR

Prepared by:
SITI SARA AZLA BINTI TASRIF
BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

JUNE 2017

ABSTRACT

The purpose of this study is to determine the relationships between Organization Change and Employees Commitment among Employees at Majlis Daerah Pontian and to identify which organizational change gives impact towards affective and continuance commitment. Quantitative research methods used in this study consist of 140 respondents answering to the questionnaires. All respondents were identified using the convenience sampling technique. In the end, 135 or 96.43% respondents returned the completed questionnaires and 5 or 3.57% questionnaire were unusable and rejected due to incomplete answers in the questionnaires. The findings result shown that organizational change gives impact towards employees' commitment (M=3.54). In addition, the finding shows the overall correlation between organizational change and employees' commitment. The relationships between all of the variables showed positive relationships, because both of the variables are increasing. The relationships between Organizational Change and Employees' Commitment shows large strength which is r=0.563 respectively. Furthermore, there is a significant relationship p>0.01, n=110 for this variable. It can be seen, the organizational change gives impact towards employees' among employees at Majlis Daerah Pontian. The recommendation of this study is the organization needs to provide a seminar or talk to motivate employees regarding knowledge and understanding about the Organizational Change among employees in order to increase and identify their level of commitments during the changes. This is because employees should know their

ACKNOWLEDGEMENT

Siti Sara Azla Binti Tasrif

20th June 2017
Faculty of Business and Management

TABLE OF CONTENTS

CHAPTER 1

INTRODUCTION

Background of the Study

Every organization bounds to face several problems within their company, for instance, the numerous changes that occur from time to time. The changes, most of the time, occur in the systems and management of the organization itself in which employees often have the tendencies to disagree with any of the changes that has been made. According to McShane (2013), there are few contemporary challenges in the organization that being highlighted such as increasing workforce diversity and emerging employment relationship. Tappin (2014) cited from Oreg and Sverdlik (2011), a major reason for fail organizational change initiatives has been attributed to employees' resistance to change, which has been linked to employees' 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 which then are manifested through the feelings of uncertainty in many. The change often encompasses the implementation of an innovation such as an