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Effect on the employee attitudes towards the level of employee affective commitment in an organization

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ABSTRACT

Commitment is a manifestation of individual owns self and reflect values standard that are basic to an individual's existence as a person. Based on the result shown that the commitment a closely associate with the attitudes of each employee in an organization. Attitudes can be described as an evaluative statements or judgments concerning objects, people or events (Robbins & Judges, 2007), it's because employee's attitudes can reflect from the emotion on attachment to the particular organization and amplify employee's productivity. This study particularly examines the importance employee attitudes that can be revealing from the aspect on affective commitment. Affective commitment is one part of the organizational commitment. Which is organizational commitment can be classified into three (3) aspects which are affective commitment, continuance commitment and normative commitment. The objective of this study is to measure the employee attitudes among non academic in UiTM Kedah by using the affective commitment. 100 samples were selected involved eight departments in UiTM Kedah. The results show affective commitment is positively influence the employee commitment. In conclusion, it is hoped that this paper will give some insight to promote the importance on affective commitment among the government servant especially the non-academic staff in UiTM Kedah in order to increase their level of efficiency concerning the attitudes stability towards their own organization attached.

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Introduction

As an academic institution, it is really importance to instill and sustain the employee attitudes towards the organizations. Recently most of the employer comes with several training provided purposely to increase and instill the awareness among employees on the momentous having good attitudes towards the organization. Lots of the employee attitudes can reveal from their own belief on the organization itself. Attitudes of employees will reflect upon the productivity and efficiency of the organization. Attitudes can be described as an evaluative statement or judgments concerning object, people or events (Robbins & Judges, 2007).

This study indicated several factors contribute that leads to low commitment namely lack benefits, self-doubting, the difficulty of adopting the culture, lack of good relationship, no recognition towards staffs and many more. The employee's commitment generally tells us about the potential or the intention of the employee to work and remain in a particular organization. The commitment of the employee to the organization is important as employee can help the organization in achieving their goals and objectives. According to Mowday (1979), employee's commitment reflects the employees' belief in goals and values of the organization, their willingness to exert effort and their intention to maintain membership of the organization.

The employee commitment posture employee attitudes can be derived from three (3) importance aspects which are job satisfaction, job involvement and organization commitment. Organizational commitment can be classified into three (3) aspects which are affective commitment, continuance

commitment and normative commitment. Affective commitment can be considered as an employee's intention to remain in an organization because of strong desire to do so (Robbins & Judges, 2007). It is due to several factors such as belief in the organization's value and goal or a willingness to put forth effort on behalf of the organization and a desire to remain a member of the organization. This commitment encompasses loyalty and deep concern for organization's welfare.

Methodology

This research was carried out among the non academic staff in UiTM Kedah, Malaysia. 100 respondents were selected among several department involved HEA, HEP, College, Security, Maintenance, Administration, Treasury and Health by using stratified random sampling technique.

The research objective is, to determine the significant relationship between employee attitudes with affective commitment in maintaining the productivity and loyalty in organization attached to the employees'.

Data Collections

The questionnaire was administered to a sample of non academic staff to collect data on their perceptions towards the importance on attitudes derived by the affective commitment. The questionnaire is divided into two (2) sections. The first (1) one asked about the demographic information, department attached as well the working experience of each sample. Second (2) sections asked or covered four (4) main instruments of the employee attitudes at UiTM Kedah, for examples the aspects relating to affective commitment, normative commitment and continuance commitment which each rating prioritized by 5

point-scale (Strongly Disagree, Disagree, Neither, Agree and Strongly Agree).

Data Analysis

There are two data analysis applied which are descriptive analysis and correlations analysis to test the significant levels. The Hypothetical-deductive methods are used for answering the research hypothesis and research objective.

Results

Descriptive Analysis

The total size of eight department selected was 100 sample. The demographic was examined in five elements including age, gender, education, experience, and department itself. Majority of the respondent within range age 41-50 years old (37%), followed by 31-40 years old (27%), 20-30 years old (26%) and the lowers more than 50 years old (10%). Male were the highest percentage (56%) and female (44%). All respondent had obtained at least SPM. Most of the respondents has SPM (56%), STPM/diploma (42%) and had degree (2%) of respondents. The respondents had significantly shows the wide range of experiences. Majority of respondents gain more than 10 years (38%), 1-3 years (26%), 4-6 years (20%) and the lower between 7-9 years (16%). As mention earlier, there seven department involved earlier, majority of the respondents comes from Administration Department (29%), Security Department (18%), Maintenance Department (15%), HEP (13%), College (9%), HEA and Treasury Department (6%) and the less contribution is Health Department (4%).

Correlation analysis

The study had established that affective commitment is the dominant characteristic influenced the employee's attitudes. The result shows $r=0.569$ and $p<0.05$ ($p=0.000$). Accordingly, the null hypothesis is rejected. It is shown that the commitment is really needed in shaping the employee attitudes.

Conclusions

As a result from this study, the affective commitment had positive relationship towards employee's attitude. The finding a

line with Allen and Meyer (1990), Mowday et. al. (1982), Dunham et. al. (1994), Mathieu and Zajac (1990) and Meyer, Becker & Vandenberghe (2004). The study describes the attitude, believe and value among staff in UiTM Kedah succeed in translating the vision and mission towards achieving UiTM goals. The support and commitment from all levels of position and across departments are prominently and inspiring all community of UiTM especial UiTM Kedah.

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Table 1: Gender of Respondents

Sex	Frequency	Percent
Male	56	56.0
Female	44	44.0
Total	100	100.0

Table 2: Age of Respondents

Age	Frequency	Percent
20 - 30 years old	26	26.0
31 - 40 years old	27	27.0
41 - 50 years old	37	37.0
> 50 years old	10	10
Total	100	100.0

Table 3: Level of Study

Level	Frequency	Percent
SPM	56	56
STPM/diploma	42	42
Degree	2	2
Total	348	100.0

Table 4: Working Experience

Year	Frequency	Percent
1 – 3 years	26	26
4 – 6 years	20	20
7 – 9 years	16	16
10 years and above	38	38
Total	100	100.0

Table 5: Department

Department	Frequency	Percent
HEA	6	6
College	9	9
Health	4	4
HEP	13	13
Security	18	18
Administration	29	29
Treasury	6	6
Maintenance	15	15
Total	100	100.0

Table 9: Correlation Analysis

Affective Commitment	Pearson Correlation	0.569
	Sig. (2-tailed)	0.000
	N	100