

The Impact of Employee Empowerment on Organizational Commitment: A Case Study at Zajil International Telecom Company

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Abstract

This study aimed to analyze employee empowerment through its variables (Power, Knowledge, Self-Determination & work-Impact) impacts on organizational commitment (Affective, normative and continuance commitment) at Zajil International Telecom Company. The total population was all employees of Zajil International Telecom Company at Head Office and all branches (300 employees). The questionnaire was developed and reviewed by a panel of experts to make sure that the items are relevant, significant, linguistically correct, and easily understandable by subjects. Random sampling was used and (220) questionnaires were distributed and (217) were usable. Data was collected and analyzed to test the study hypothesis using the statistical program (SPSS V19).

It is found that there is a positive effect of employee empowerment and organizational commitment which indicates that Zajil International Telecom Company realizes the importance of organizational commitment through applying employee empowerment practices. The main results of this study found as there is a statistically significant positive impact of employee empowerment (power, knowledge, self-determination, & work-impact) on organizational commitment (affective, continuance & normative commitment) & there is no statically significant difference moderated by job title neither by nationality of employee at Zajil International Telecom Company.

Based on the study results, the researcher recommends Zajil International Telecom Company to study and understand the meaning of each employee empowerment variables to improve the level of organizational commitment by applying job enrichment and vertical job-enlargement to make the work more interesting, providing all required knowledge and sharing more organizational information with employees, assuring support and flexibility to do the work with more freedom, appreciate employee's efforts by financial and non-financial incentives, and strengthen the relationships between employees themselves and between employees and organization.