

## ABSTRACT

The quality of decision-making made by employees can be enhanced by organizational commitment to employees. Information processing, Collaboration, Initiative, and Macro-environment are the variables which come under Decision-making process. These all variables have relationship with the Organizational commitment to employees (independent variable). Organizational commitment indicates a psychological link between an employee and an organization. Such commitment helps in motivating and retaining employees and also in collaborating, taking initiatives, utilizing provided information, and taking right decision by keeping macro-environment in mind.

Organizational commitment is determined by the communicational environment created within the organization. Due to the communicational environment employees will be getting wide information or knowledge and that information can be helpful in decision-making. Empowering employees to take decision and attention is given to the opinion of employees and their individual contributions to the organization encourage them to work more responsibly, take initiatives and to enhance their decision-making capability. Macro-environment is also one of the major variables which help employees in taking effective decisions. An organization must provide new technologies effective training, and, open

communication which helps employees in utilizing their knowledge to make the right decision in this competitive era.

The research problem is to find out how organization's commitment to its employees can improve Information processing, collaboration, initiatives, and tackling ability in macro-environment so the quality of employees' decisions-making can enhance. Due to less collaboration the organization is facing problem in sharing information. Employees are not empowered to take initiatives which slow down the working process of organization. Employees are not very well trained to take quick decision in vigorously changing environment. The objective of this study is to investigate the relationship of Organizational commitment to employees with Information processing, Initiative, Collaboration and Macro-environment. This study is made on Milant-Thai Synthetic Co. Ltd. (MTS), Ayutthaya, Thailand. The research target of this study is 50 respondents (5 top executives, 30 middle managers and 30 supervisors) of MTS, who had been interviewed personally and requested to fill self-structured questionnaire.

The results from four hypotheses testing show the relationship between an Organizational commitment to employees (Independent Variable) and Decision-making process (dependent variable). Information processing, Collaboration, Initiative, and Macro-environment are the parts of dependent variable (Decision-making process). This study analyses the mean of independent and dependent

variables of the respondents. Mean score of OCE, information processing, and macro-environment are 3.80, 3.84 and 3.29 respectively which means perception of respondents about these variables is high. Mean score of collaboration and initiative are 4.38 and 4.16 respectively which means perception of respondents towards these variables is very high.

The research hypotheses are tested by using Simple correlation coefficient (Pearson's  $r$ ). The result shows that Organizational Commitment to Employees has moderate relationship with Information Processing and Initiative, .520 and .576 respectively. On the other hand, Organizational Commitment to Employees has very weak relationship with Collaboration and Macro Environment. At last, the researcher recommends that an organization can do well only when it takes care of its employees by focusing on employees' overall satisfaction, salary, compensation, and working environment should be emphasized by the organization.

