



AGENCY CONTRIBUTION ON ACHIEVING TEMPORARY AGENCY WORKERS' ORGANIZATIONAL COMMITMENT: A STUDY IN ABC (PVT) LTD

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Nowadays Profit-oriented organizations are using cost effective strategies. Outsourcing has become as one of main cost- effective strategies. In that scenario agencies and temporary workers are linked with organizations. Temporary agency workers are coming under non-standard employments, who have temporary attachments to the client organization. With the competitive, dynamic business environment and flexible work arrangements, temporary agency employments are emerged in Sri Lanka. Temporary agency workers are dual committed employees. However, with this dual commitment, Client organizations face issues in achieving temporary agency workers' organizational commitment due to low attention of agencies to temporary agency workers. Even though the Client provides due attention to temporary agency workers, they fail to receive due commitment due to the lack of attention from agency to temps. This study was conducted to identify the agency related factors affecting to temporary agency workers' organizational commitment. This study was carried out as a cross sectional field study with a sample of 93 workers from temporary agency works in the ABC (Pvt) Ltd. Floor level temporary agency workers were selected as sample. Data were collected via a standard questionnaire that met accepted standards of validity and reliability. Descriptive statistics, Simple ranking, Factor analysis, ANOVA and Independent Sample T-Test technique were performed to analyze data. Temp-to-consult ratio is the most influencing factor of temporary agency workers' commitment in agency context. Job satisfaction, Agency support, Side bets, Interactional justice, lack of alternative employments, Procedural justice, Distributive justice, Reciprocity norm acceptance, Socialization, Breach of psychological contract, Lack of skill transferability are the other factors which affecting organizational commitment from higher to lower. Findings revealed that eleven out of thirteen factors are Job related factors, other two are organization related and person related factors. Most client companies provide their attention, while agencies fail to provide their due attention. It shows, it is useless to expect temporary agency workers' organizational commitment without providing due attention from agency. Therefore, how much temporary agency workers are dual committed, that much they are eligible to receive dual attention from client as well as from their agency.

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