ORGANIZATIONAL SUPPORT, ORGANIZATIONAL COMMITMENT, AND

TURNOVER INTENTION:

A STUDY ON PBJV GROUP SDN. BHD.

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Abstract

This study examines factors that influence turnover intention among employees at PBJV Group Sdn. Bhd. The study was a cross sectional study where respondents' perception was measured at one point in time. 105 respondents participated in this study. In this study, two factors, namely organizational support and organizational commitment were tested to predict turnover intention among employees in the company.

Correlation analyses were conducted to test the relationship between organizational support, organizational commitment (affective commitment and continuance commitment) and turnover intention, whereas descriptive analysis was conducted to analyze demographic characteristics of participants. In order to test which factor has the significant contribution towards turnover intention, regression analysis was conducted.

The results show that there was an association between the two factors (organizational support, and organizational commitment) and turnover intention. However, in term of organizational commitment, only affective commitment was correlated with turnover intention and was also found to have the strongest influence on turnover intention.

Acknowledgements

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CHAPTER 1

INTRODUCTION

1.1 Background of Study

Employee turnover is the rotation of workers around the labor market, between firms, jobs and occupation as well as between the states of employment and unemployment. Organizations had invested a big paycheck on their employees in terms of induction and training, developing, maintaining and retaining them in their organization. Therefore, managers at all level must know how to minimize employee's turnover. It is very important to develop a full understanding about employee turnover especially the source of what determines employee turnover, the effects and strategies that managers can put in place in order to minimize turnover.

In this globalization and high competitive world, organization must continue to develop tangible products and provide services which are based on strategies created by employees. These employees are extremely crucial to the organization since their value to the organization is essentially intangible and not easily replicated. For that reason, managers should recognize employees as major contributors to the efficient achievement of the organization's success. Managers also should control the employee turnover for the benefit of the organization success. Thus, this study examines the factor that contributes to employee turnover which mainly focus on organizational support and organizational commitment, and job satisfaction being the mediator.

1.2 Problem Statement

Employee turnover has become a serious management problem because of it financial and moral impact on the organization limited source. Today, organization had found it difficult

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