RELATIONSHIP BETWEEN JOB SATISFACTION WITH INTENTION TO LEAVE: A CASE STUDY IN 7-ELEVEN MALAYSIA SDN BHD

By

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in Fulfillment of the Requirement for the Master of Human Resource Management

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CERTIFICATION OF THESIS

I declare that all the thesis work described in this dissertation was my own work (unless otherwise acknowledged in the text) and that none of the thesis work has been previously submitted for any academic Masters programmes. All sources of quoted information have been acknowledged through references.

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This study was conducted to explore the level of intention to leave among 7-Eleven Malaysia Sdn. Bhd. employees and the relation between job satisfaction and turnover. A total of 231 guidance questionnaire developed by Hinshaw & Atwood (1984) were distributed to the sample chosen on the study consistence of two independent variables that are: (a) job satisfaction, (b) demographic; and intention to leave as dependent variable. The result revealed that the mean of employees’ intention to leave among 7-Eleven Malaysia operation employees is moderate with means value is 3.24. Finally the finding of the study showed job satisfaction has a moderate positive relationship with intention to leave.
Tujuan tinjauan ini adalah untuk mengenalpasti tahap keinginan berhenti kerja di kalangan pekerja 7-Eleven Malaysia dan hubungkaitan antara kepuasan berkerja dan keinginan berhenti kerja. Instrumen yang digunakan untuk mengukur kepuasan bekerja dan keinginan berhenti adalah *questionnaire* selidik yang dibangunkan oleh *Hinshaw & Atwood* (1984). Sejumlah 231 sampel telah dipilih untuk menentupasti hubungkaitan diantara pembolehubah bebas; (a) kepuasan kerja; (b) demografi dan niat untuk meletak jawatan sebagai membolehubah bersandar. Hasil kajian menunjukkan bahawa tahap keinginan berhenti kerja di kalangan pekerja 7-Eleven Malaysia pada tahap sederhana dengan nilai min adalah 3.24. Kajian juga telah menunjukkan kepuasan kerja mempunyai hubungan positif sederhana dengan keinginan berhenti kerja.
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Arul Balasundram

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND

7-Eleven is the world largest convenience store chain with 44,700 stores in 16 countries, which operates franchises and licenses convenience stores. 7-Eleven are convenience-oriented stores by providing a broad selection of fresh, high-quality products and services at speedy transactions and a clean, friendly shopping environment. 7-Eleven is in countries including US, Japan, Taiwan, Thailand, South Korea, China, Hong Kong, Malaysia, Mexico, Singapore, Australia, Philippines, Indonesia, Norway, Sweden and Denmark.

The owner and operator of 7-Eleven stores in Malaysia incorporated on 4 June 1984 and have made mark in the retailing scene and has been a prominent icon for over 27 years. 7-Eleven Malaysia Sdn. Bhd. becomes a wholly owned subsidiary company of Berjaya Retail Berhad upon its listed on the Main Market of Bursa Malaysia.

The single largest convenience store chain with over 1,200 stores nationwide, 7-Eleven Malaysia serves over half a million customers daily. 7-Eleven stores can be found across bustling commercial districts to serene suburban residential compounds throughout Malaysia, from petrol stations and LRT stations to shopping malls and medical institutions.
The contents of the thesis is for internal user only
REFERENCES


