JOB STRESS, QUALITY OF WORK LIFE, JOB SATISFACTION AND TURNOVER INTENTION AMONG EXECUTIVE LEVEL EMPLOYEES OF INTEL TECHNOLOGY SDN. BHD.

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BY

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Thesis submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
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ABSTRACT

Employee turnover has always been a matter of concern for organizations. A large degree of employee turnover is highly detrimental to both the organization as well as the employees. The main objective of this study is to explore the factors that influence turnover intention among the executive level employees who are working in Intel Technology Sdn. Bhd. as well as to identify the most significant factor influencing turnover intention. Three independent variables namely job stress, quality of work life, and job satisfaction were examined to determine their relationship with dependent variable, which is turnover intention. A cross-sectional study was chosen for this study. A total of 155 respondents were involved in this study. Data were gathered through questionnaires and was being analysed using Statistical Package for Social Science (SPSS) version 19.0. This study applied descriptive statistics, reliability analysis and inferential analysis to examine the relationship among the variables. The multiple regression analysis of job stress shows that there is a significant and positive relationship on turnover intention. However, there is an insignificant and negative relationship between quality of work life and turnover intention. Besides that, job satisfaction has a significant and negative relationship on turnover intention. Findings of this study also suggested that job satisfaction is the most significant factor that influences turnover intention among executive level employees who worked at Intel Technology Sdn. Bhd. The implication of this study is that organization should take appropriate action during human resource planning as the determinants in increasing employee’s satisfaction and reduce turnover intention. Future research should be including other factors like organizational politics and downsizing that might influence the turnover intention.

Keywords: job stress, quality of work life, job satisfaction, turnover intention, intel technology sdn. bhd.
ABSTRAK


Kata kunci: tekanan kerja, kualiti hidup kerja, kepuasan kerja, keinginan untuk berhenti kerja, intel teknologi sdn. bhd.
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<td>Information Technology</td>
<td>IT</td>
</tr>
<tr>
<td>Human Resource</td>
<td>HR</td>
</tr>
<tr>
<td>Strategic Human Resource Management</td>
<td>SHRM</td>
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<td>Standard Deviation</td>
<td>SD</td>
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CHAPTER 1

INTRODUCTION

1.1 Introduction

In this chapter, preliminary information regarding the background of the study, problem statement, research objectives, research questions, and significance of the study, scope of the study, definition of key terms and organization of the thesis of this study will be provided.

1.2 Background of the Study

Turnover intention has always been a major concern topic of today’s organizations and it has become one of the critical and challenging issue for all types of business because of the negative implications towards management. There are many studies that have investigated issues concerning employees turnover, however the issue has not descent because it evolves around productivity which makes it a huge concern to organization managers (Bajwa et al., 2014). Therefore, the organization as well as the employee need to face the affect of a large degree of employees turnover intent (Jeswani & Dave, 2012). Besides that, Rahman et al. (2014) stated that highest turnover intention may cause high replacement cost and loss of profitability in form of indirectly or directly to organizations. In fact, both management and academician have been thinking and stressed with questions such as, ‘what could be done good enough to inspire the employees to reduce turnover intention or turnover?’ (Ferrell et al., 2008).

Recently, IT industry has become a main sector in Malaysian economic growth, where it is important as one of the strategies in forming an industrial economy and
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REFERENCE:


Ford, V. F. (2012). An exploratory investigation of the relationship between turnover intentions, work exhaustion and disengagement among it professionals in a single institution of higher education in a major metropolitan area.


Walton, R. E. (1975), *Criteria for Quality of Working Life*.


**INTRENET SOURCES:**

Labor Market Information, Labor Department, Ministry of Human Resources


http://www.thestar.com.my/News/Nation/2012/02/19/Costly-job-hopping/