THE RELATIONSHIP BETWEEN JOB SATISFACTION AND INTENTION TO LEAVE AT MECHANICAL HANDLING ENGINEERING (MHE) - DEMAG MALAYSIA SDN BHD

By

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(Certification of Project Paper)

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The purpose of this research was to investigate the different aspects of job satisfaction mainly on intrinsic and extrinsic that impacts the MHE-Demag employees which eventually led to high turnover rate. In short, to determine and measure the factors that lead to job satisfaction and job dissatisfaction and to present findings and make recommendations to promote/improve job satisfaction in the mentioned organization. The data for this research was collected and administered by means of a structured questionnaire based on the Minnesota Job Satisfaction Questionnaire (MSQ). It was discovered that most of the employees drew a lower job satisfaction from the absence of career development, interpersonal relationship and decision making compared to other aspects of job satisfaction such as remuneration and the benefit that they receive, general working environment, the ability to work independently and etc. in overall. Hence, it was found that employees were generally dissatisfied with their jobs in this relevant organization with the high possibility of either to leave or quit in long term, in other words.

Key terms: job satisfaction, intrinsic, extrinsic, intention to leave
Tujuan utama kajian ini adalah untuk menyiasat pelbagai aspek kepuasan kerja terutamanya pada intrinsik dan ekstrinsik yang memberi kesan kepada pekerja MHE-DEMAG yang akhirnya membawa kepada kadar pusing ganti yang tinggi. Pendek kata, untuk menentukan dan mengukur faktor-faktor yang membawa kepada kepuasan kerja dan ketidakpuasan kerja dan membentang kertas dan membuat cadangan untuk menggalakkan / meningkatkan kepuasan kerja di organisasi yang dinyatakan. Data untuk kajian ini dikumpulkan dan ditadbir dengan cara soal selidik berstruktur berdasarkan Kepuasan Kerja Minnesota Questionnaire (MSQ). Ia telah mendapati bahawa kebanyakan pekerja memaparkan kepuasan kerja yang lebih rendah kerana ketiadaan pembangunan kerjaya, hubungan interpersonal dan membuat keputusan berbanding dengan lain-lain aspek kepuasan kerja seperti ganjaran dan faedah yang mereka perolehi, persekitaran kerja, keupayaan untuk bekerja secara bebas dan lain-lain dalam keseluruhan. Pendek kata, di dapati bahawa pekerja secara umumnya berpuas hati dengan pekerjaan mereka dalam organisasi ini tetapi dengan kemungkinan yang tinggi sama ada untuk meninggalkan atau terus berhenti dalam jangka panjang, dalam erti kata lain.

Kata kunci: Kepuasan Kerja, Intrinsik, Ekstrinsik, Perolehan Pekerja
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# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>PERMISSION TO USE</th>
<th>ABSTRACT</th>
<th>ABSTRAK</th>
<th>ACKNOWLEDGEMENT</th>
<th>TABLE OF CONTENT</th>
<th>LIST OF TABLES</th>
<th>LIST OF FIGURES</th>
<th>LIST OF ABBREVIATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>i</td>
<td>ii</td>
<td>iii</td>
<td>iv</td>
<td>v</td>
<td>vii</td>
<td>viii</td>
<td>ix</td>
</tr>
</tbody>
</table>

## CHAPTER 1: INTRODUCTION

1.1 Background of Study  
1.2 Problem Statement  
1.3 Research Questions  
1.4 Research Objectives  
1.5 Significance of the Study  
1.6 Scope of the Study  
1.7 Organization of the thesis

## CHAPTER 2: LITERATURE REVIEW

2.1 Introduction  
2.2 Turnover and Turnover Intention  
2.3 Previous studies regarding Turnover Intention  
2.4 Job Satisfaction  
2.5 Dimensions of Job Satisfaction  
  2.5.1 Extrinsic Job Satisfaction  
    2.5.1.1 Rewards and Recognition  
    2.5.1.2 Work Environment  
  2.5.2 Intrinsic Job Satisfaction  
    2.5.2.1 The Job itself  
    2.5.2.2 Supervision  
2.6 Previous studies regarding the relationship between Job Satisfaction and Intention to Leave  
2.7 Research Framework  
2.8 Conclusion

## CHAPTER 3: METHODOLOGY

3.1 Introduction  
3.2 Research Design  
  3.2.1 Type of Research  
  3.2.2 Data Collection Method  
3.3 Population and Sample  
  3.3.1 Population  
  3.3.2 Samples  
  3.3.3 Unit of Analysis  
3.4 Research framework
3.5 Design of questionnaire
3.6 Research Instrument
3.7 Data collection procedure
3.8 Data Analysis
3.9 Pilot study
  3.9.1 Reliability test
  3.9.2 Validity test
3.10 Data Screening
  3.10.1 Linearity Test
  3.10.2 Normality Test
  3.10.3 Homogeneity
3.11 Factor Analysis
  3.11.1 Prerequisite for factor analysis
  3.11.1.1 KMO, Bartlett, Anti Image Correlation and MSA tests
3.12 Correlation analysis
3.13 Conclusion

CHAPTER 4: DATA ANALYSIS AND RESULT

4.1 Introduction
4.2 Respondent Profile
4.3 Pilot Study
4.4 Data Screening
  4.4.1 Linearity Test
  4.4.2 Normality Test
  4.4.3 Univariate Outliers
4.5 Factor Analysis
  4.5.1 Prerequisite for Factor Analysis
  4.5.1.1 KMO, Bartlett, Anti image correlation and MSA test
  4.5.2 Factor Loading
4.6 Correlations
  4.6.1 Relationship between Career Development and Intention to Quit
  4.6.2 Relationship between Career Development and Intention to Leave
4.7 Conclusion

CHAPTER 5: SUMMARY, CONCLUSIONS AND RECOMMENDATION

5.1 Introduction
5.2 Job Satisfaction and Intention to Leave in MHE-Demag
5.3 Limitations of Study
5.4 Recommendations
  5.4.1 Management
  5.4.2 Future researchers
5.5 Conclusion

REFERENCES

APPENDIX A: Questionnaires
APPENDIX B: SPSS Results
**LIST OF TABLES**

<table>
<thead>
<tr>
<th>Table</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table 1.1</td>
<td>Attrition Rate in Asia Pacific from 2009 to 2011</td>
<td>9</td>
</tr>
<tr>
<td>Table 1.2</td>
<td>Average Yearly Turnover Rate of Executives by Industry from July 2010 to June 2011</td>
<td>13</td>
</tr>
<tr>
<td>Table 1.3</td>
<td>Profit, Turnover, Absenteeism and Productivity Rate for the Business Year 2008-2012</td>
<td>16</td>
</tr>
<tr>
<td>Table 3.1</td>
<td>Disproportionate stratified simple random sampling</td>
<td>56</td>
</tr>
<tr>
<td>Table 3.2</td>
<td>Measurement the level of agreement</td>
<td>59</td>
</tr>
<tr>
<td>Table 3.3</td>
<td>Interpretation of strength of correlation coefficient</td>
<td>67</td>
</tr>
<tr>
<td>Table 4.1</td>
<td>Total of collected questionnaire</td>
<td>69</td>
</tr>
<tr>
<td>Table 4.2</td>
<td>Respondent’s Profile</td>
<td>69</td>
</tr>
<tr>
<td>Table 4.3</td>
<td>Reliability Test</td>
<td>71</td>
</tr>
<tr>
<td>Table 4.4</td>
<td>Scatter Plot</td>
<td>137</td>
</tr>
<tr>
<td>Table 4.5</td>
<td>Skewness and Kurtosis Values</td>
<td>137</td>
</tr>
<tr>
<td>Table 4.6</td>
<td>Homogeneity Test</td>
<td>138</td>
</tr>
<tr>
<td>Table 4.7</td>
<td>KMO and Bartlett’s Test</td>
<td>138</td>
</tr>
<tr>
<td>Table 4.8</td>
<td>Anti Image Correlation</td>
<td>139</td>
</tr>
<tr>
<td>Table 4.9</td>
<td>KMO and Bartlett’s Test</td>
<td>140</td>
</tr>
<tr>
<td>Table 4.10</td>
<td>Anti Image Correlation</td>
<td>141</td>
</tr>
<tr>
<td>Table 4.11</td>
<td>KMO and Bartlett’s Test</td>
<td>142</td>
</tr>
<tr>
<td>Table 4.12</td>
<td>Anti Image Correlation</td>
<td>143</td>
</tr>
<tr>
<td>Table 4.13</td>
<td>KMO and Bartlett’s Test</td>
<td>143</td>
</tr>
<tr>
<td>Table 4.14</td>
<td>Anti Image Correlation</td>
<td>144</td>
</tr>
<tr>
<td>Table 4.15</td>
<td>KMO and Bartlett’s Test</td>
<td>144</td>
</tr>
<tr>
<td>Table 4.16</td>
<td>KMO and Bartlett’s Test</td>
<td>145</td>
</tr>
<tr>
<td>Table 4.17</td>
<td>Anti Image Correlation</td>
<td>145</td>
</tr>
<tr>
<td>Table 4.18</td>
<td>Anti Image Correlation</td>
<td>146</td>
</tr>
<tr>
<td>Table 4.19</td>
<td>Eigenvalues</td>
<td>147</td>
</tr>
<tr>
<td>Table 4.20</td>
<td>Rotated Component Matrix</td>
<td>148</td>
</tr>
<tr>
<td>Table 4.21</td>
<td>Eigenvalues</td>
<td>149</td>
</tr>
<tr>
<td>Table 4.22</td>
<td>Rotated Component Matrix</td>
<td>150</td>
</tr>
<tr>
<td>Table 4.23</td>
<td>Correlation coefficient Job Satisfaction and Intention to quit</td>
<td>81</td>
</tr>
</tbody>
</table>
# LIST OF FIGURES

<table>
<thead>
<tr>
<th>Figure</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Overall Diagram on the Profit, Turnover, Absenteeism and Productivity Rate for the Business Year 2008-2012</td>
<td>16</td>
</tr>
<tr>
<td>1.2</td>
<td>Who leaves MHE-Demag?</td>
<td>18</td>
</tr>
<tr>
<td>2.1</td>
<td>The Maslow’s Hierarchy of Needs</td>
<td>32</td>
</tr>
<tr>
<td>2.2</td>
<td>Perceived Core Job Characteristics</td>
<td>42</td>
</tr>
<tr>
<td>2.3</td>
<td>Research Framework</td>
<td>48</td>
</tr>
<tr>
<td>3.1</td>
<td>Research Framework</td>
<td>57</td>
</tr>
</tbody>
</table>
LIST OF ABBREVIATIONS

PWC – Price Water Cooper
WLB – Work Life Balance
CSR – Corporate Social Responsibility
GDP – Gross Domestic Product
MHE – Mechanical Handling Engineering
MC – Medical Certificates
SHRM – Society of Human Resource Management
EVP – Employment Value Proposition
RM – Ringgit Malaysia
HR – Human Resource
DV – Dependent Variables
IV – Independent Variables
P-E – Person –Environment
SPSS – statistical package for the social sciences
KMO – Kaiser-Meyer-Olkin
MSA – Measure of Sampling Adequacy
AITP – American Institute for Technology Professionals
CHAPTER 1

INTRODUCTION

1.1 Background of Study

Job hopping becomes an employment phenomenon internationally (Century Group, 2012) that mostly involves Gen Y employees (PWC, 2012). Because of this new trending, Johnson Control (2010) has indicated that the company must reconsider the work practices in order to tolerate with the recent development in employment environment that involves young employees. Having spelled that, let’s look into this trend in terms of statistic and the prevailing explanation for the occurrence of such incidences which is indeed becoming a global concern. In February 2013, the Multiple Generations @ Work survey conducted by Future Workplace reported a crucial finding which indicated, 91% of Gen Y employees actually leave their jobs in less than three (3) years (Dass, 2013). The report further concluded that the common cause for the Gen Y employees hopping into another organization or job were due to career growth, quick salary increment and lack of organization loyalty. In other words, the underlying motivation driver is to be a high-income earner in a short period of time for the young generation workforce.
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104


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