

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

By

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ABSTRACT

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

ABSTRAK

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 membenteng 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

PERMISSION TO USE	i
ABSTRACT	ii
ABSTRAK	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v
LIST OF TABLES	vii
LIST OF FIGURES	viii
LIST OF ABBREVIATIONS	ix
CHAPTER 1: INTRODUCTION	
1.1 Background of Study	1
1.2 Problem Statement	7
1.3 Research Questions	19
1.4 Research Objectives	19
1.5 Significance of the Study	20
1.6 Scope of the Study	22
1.7 Organization of the thesis	22
CHAPTER 2: LITERATURE REVIEW	
2.1 Introduction	24
2.2 Turnover and Turnover Intention	27
2.3 Previous studies regarding Turnover Intention	29
2.4 Job Satisfaction	30
2.5 Dimensions of Job Satisfaction	33
2.5.1 Extrinsic Job Satisfaction	36
2.5.1.1 Rewards and Recognition	36
2.5.1.2 Work Environment	38
2.5.2 Intrinsic Job Satisfaction	41
2.5.2.1 The Job itself	41
2.5.2.2 Supervision	43
2.6 Previous studies regarding the relationship between Job Satisfaction and Intention to Leave	45
2.7 Research Framework	48
2.8 Conclusion	49
CHAPTER 3: METHODOLOGY	
3.1 Introduction	52
3.2 Research Design	52
3.2.1 Type of Research	53
3.2.2 Data Collection Method	53
3.3 Population and Sample	54
3.3.1 Population	54
3.3.2 Samples	55
3.3.3 Unit of Analysis	57
3.4 Research framework	57

3.5	Design of questionnaire	58
3.6	Research Instrument	59
3.7	Data collection procedure	60
3.8	Data Analysis	61
3.9	Pilot study	61
3.9.1	Reliability test	62
3.9.2	Validity test	62
3.10	Data Screening	63
3.10.1	Linearity Test	63
3.10.2	Normality Test	63
3.10.3	Homogeneity	63
3.11	Factor Analysis	64
3.11.1	Prerequisite for factor analysis	64
3.11.1.1	KMO, Bartlett, Anti Image Correlation and MSA tests	64
3.12	Correlation analysis	66
3.13	Conclusion	67
CHAPTER 4: DATA ANALYSIS AND RESULT		
4.1	Introduction	68
4.2	Respondent Profile	68
4.3	Pilot Study	70
4.4	Data Screening	73
4.4.1	Linearity Test	73
4.4.2	Normality Test	73
4.4.3	Univariate Outliers	74
4.5	Factor Analysis	74
4.5.1	Prerequisite for Factor Analysis	74
4.5.1.1	KMO, Bartlett, Anti image correlation and MSA test	74
4.5.2	Factor Loading	77
4.6	Correlations	81
4.6.1	Relationship between Career Development and Intention to Quit	81
4.6.2	Relationship between Career Development and Intention to Leave	82
4.7	Conclusion	82
CHAPTER 5: SUMMARY, CONCLUSIONS AND RECOMMENDATION		
5.1	Introduction	83
5.2	Job Satisfaction and Intention to Leave in MHE-Demag	83
5.3	Limitations of Study	90
5.4	Recommendations	91
5.4.1	Management	91
5.4.2	Future researchers	93
5.5	Conclusion	94
REFERENCES		96
APPENDIX A: Questionnaires		132
APPENDIX B: SPSS Results		137

LIST OF TABLES

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

LIST OF FIGURES

Figure 1.1: Overall Diagram on the Profit, Turnover, Absenteeism and Productivity Rate for the Business Year 2008-2012	16
Figure 1.2: Who leaves MHE-Demag?	18
Figure 2.1: The Maslow's Hierarchy of Needs	32
Figure 2.2: Perceived Core Job Characteristics	42
Figure 2.3: Research Framework	48
Figure 3.1: Research Framework	57

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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