RELATIONSHIP BETWEEN PSYCHOLOGICAL CONTRACT BREACH AND PERCEIVED ORGANIZATIONAL SUPPORT TOWARDS INTENTION TO QUIT – A CASE STUDY AMONG EMPLOYEES AT SAPURA SECURED TECHNOLOGIES

By

ABAZAZILAH BT MOHD ABBAS

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ABSTRACT

The main purpose of this study is to identify the relationship between psychological contract breach and intentions to quit among the administration and technical employees Sapura Secured Technologies (SST), Kuala Lumpur. Other objective is to include perceived organizational support to examine the mediating towards the relationships between psychological contract breach and intentions to quit. Data was collected through a questionnaire survey of 200 respondents using the approach of quantitative research methods. Analysis of the quantitative data suggests that there is a relationship between psychological contract breach and intentions to quit among the employees. The results suggested that there is a significant and positive relationship. Besides, this research also examines the relationship of perceived organizational support towards the intentions to quit. The finding showed that there is significant and negative relationship. The longitudinal study is advisable for future research.

Key terms: Psychological contract breach, Intentions to quit, perceived organizational support
ABSTRAK


Kata Kunci: Perlanggaran kontrak psikologi, Keinginan untuk berhenti, Sokongan Organisasi
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CHAPTER ONE
INTRODUCTION

1.1 Introduction

Nowadays, competitive business environment is very important in order to keep talents that enable the organization to be successful. A dynamic system is designed as a whole limits for the flexibility of the business. Employees are viewed as the heart of the organization, where they are most important asset for most organizations. One of the most important service-based in organizations in Malaysia is telecommunication industry. This industry is concern on the availability of excellent quality for their employees to deliver, operate, maintain and well-manage their products for a competitive advantage. The performance, attitude and behaviour of employees ensure the successfulness and achievement of the organization.

Organizational support is the most important concepts that could retain the talented employees in the organization and these is a key factor in increasing job satisfaction, organizational commitment and decrease their intentions to leave the organization. This research investigates the relationship of psychological contract and perceived organizational support with intention to quit among the employees at telecommunication sector. The traditional employment features such as job security, promotion based on seniority and stable career path have all been endangered due to the changes of the organization landscapes. Employees are important asset to the organization and the successful organization depends on good relationship between the employee and employer which subsequently develop a harmonious working
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Nor Liza Abdullah, Noradamzah, Rasidah Arshad, Rosmah Mat Isa and Rohayu Abd


