

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

**By**

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## ABSTRACT

The main purpose of this study is to identify the relationship between psychological contract breach and intentions to quit at 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

Tujuan utama kajian ini adalah untuk mengenal pasti hubungan di antara perlanggaran kontrak psikologi dan keinginan untuk berhenti di kalangan kakitangan pengurusan dan teknikal di Sapura Secured Technologies (SST), Kuala Lumpur. Objektif lain dalam kajian ini ialah mengkaji hubungan pengantara iaitu sokongan organisasi terhadap keinginan untuk berhenti dari organisasi. Data diperoleh melalui soal selidik terhadap 200 responden menggunakan kaedah penyelidikan kuantitatif. Analisis kuantitatif data mencadangkan bahawa terdapat hubungan di antara perlanggaran kontrak psikologi dan keinginan untuk berhenti. Hubung kait di antara dua faktor ini didapati signifikan dan positif. Selain itu, hubungkait di antara sokongan organisasi terhadap keinginan untuk berhenti juga dikaji. Kajian mendapati hubungan pengantara ini adalah signifikan tetapi negatif. Kajian yang lebih menyeluruh adalah dicadangkan untuk kajian seterusnya.

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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