

**THE RELATIONSHIP BETWEEN JOB SATISFACTION AND INTENTION TO  
LEAVE AMONG SECURITY PERSONNEL:**

**A CASE STUDY AT SECOM (MALAYSIA) SDN BHD**

By

**NORAZUANA BINTI AMER**

Thesis Submitted to the Othman Yeop Abdullah Graduate School of Business,  
Universiti Utara Malaysia, in Fulfillment of the Requirement for the  
Master of Human Resource Management

APRIL 2013

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## **ABSTRACT**

The purpose of this project paper was to identify the relationship between job satisfactions with the intention to leave among security personnel within Secom (Malaysia) Sdn. Bhd., a security service provider located in Shah Alam, Selangor. This study is aimed to identify the most high impact job satisfactions facets or dimension on the intention to leave the organization. It is also to identify the significant differences between studied demographic characteristics with the intention to leave among respondents.

A questionnaire consists of six (6) facets of satisfaction developed by Wood et al. (1986) and Purani and Sahadev (2007) was used to measure job satisfaction with the intention to leave. The research is done via survey which inclusive of total of 57 questions for all facets or dimensions of job satisfaction and intention to leave; as well as their demographic characteristics. The data was analyzed by using the SPSS version 20.0.

Respondents participated in the project paper was selected among security personnel of Secom (Malaysia) Sdn. Bhd. located throughout Malaysia. These employees were coming from various races, age group, marital status, years of working experience and academic levels.

The findings indicate that there is a relationship between job satisfaction facets and the intention to leave. To add, satisfaction with supervisor and satisfaction to the management and human resource policies are said to have significant contribution and turns to be the dominant factor and has the highest impact to the intention to leave among security personnel in Secom (Malaysia) Sdn. Bhd. It was also found that different age group, marital status and education levels have significant differences with the intention to leave among respondents.

**Keywords:** job satisfaction; intention to leave; security personnel

## ABSTRAK

Tujuan kertas projek ini dijalankan adalah untuk mengenalpasti wujudnya hubungan di antara kepuasan kerja dengan niat untuk berhenti kerja di kalangan pekerja-pekerja keselamatan di Secom (Malaysia) Sdn. Bhd.; sebuah syarikat yang memberikan perkhidmatan kawalan keselamatan yang terletak di Shah Alam, Selangor. Kajian ini bertujuan untuk mengenalpasti dimensi yang memberikan impak paling tinggi di antara kesemua dimensi yang digunakan dalam mengukur kepuasan kerja terhadap niat untuk berhenti kerja. Ia juga bertujuan untuk mengenalpasti wujudnya perbezaan yang signifikan di antara ciri-ciri demografi yang dikaji dengan niat untuk berhenti kerja di kalangan responden.

Borang kaji selidik yang mengandungi enam (6) dimensi pengukur kepuasan kerja yang dibangunkan oleh Wood et al. (1986) dan Purani and Sahadev (2007) telah diguna pakai bagi mengukur tahap kepuasan kerja terhadap niat untuk berhenti kerja. Kajian telah dijalankan dengan menggunakan kaedah soal selidik yang terdiri daripada 57 soalan; termasuk soalan-soalan mengukur tahap kepuasan kerja dan niat untuk berhenti kerja serta soalan berkaitan ciri-ciri demografi responden. Semua data telah dianalisa menggunakan aplikasi SPSS versi 20.0.

Responden yang mengambil bahagian dalam kajian ini telah dipilih di kalangan para pekerja keselamatan Secom (Malaysia) Sdn. Bhd. yang bertugas di seluruh Malaysia. Mereka terdiri daripada pelbagai bangsa, kumpulan umur, status perkahwinan, tempoh pengalaman kerja dan tahap akademik yang berbeza.

Hasil kajian mendapati bahawa wujudnya hubungan di antara faktor-faktor atau dimensi kepuasan kerja dengan niat untuk berhenti kerja. Tahap kepuasan terhadap penyelia serta kepuasan terhadap pihak pengurusan dan polisi sumber manusia didapati menjadi penyumbang yang signifikan dan factor dominan yang member kesan terbesar terhadap niat untuk berhenti kerja di kalangan pekerja keselamatan Secom (Malaysia) Sdn. Bhd. Hasil dapatan juga mendapati bahawa wujud perbezaan yang ketara di antara kumpulan umur, status perkahwinan dan tahap akademik yang berbeza dengan niat untuk berhenti kerja.

**Kata Kunci:** kepuasan kerja; niat untuk berhenti kerja; pengawal/pekerja keselamatan

## **ACKNOWLEDGMENT**

I would like to express my sincere gratitude to all the Universiti Utara Malaysia's lecturers who were involved in my master degree's program. All the useful knowledge and information from them have enhanced my knowledge in the subject matter of Human Resource Management.

Praise to Allah SWT because finally I managed to complete a thesis for my studies in the field of Master of Human Resource Management with the title The Relationship between Job Satisfaction and Intention to Leave among Security Personnel: A Case Study at Secom (Malaysia) Sdn. Bhd.

I am grateful for having been the student to a lecturer who is very sincere and dedicated when teaching and giving guidance. Doctor Fadzli Shah Abdul Aziz is not only acting as my supervisor but he is also accountable to encourage me to do research related to this topic.

Not forgetting the gratitude to the most important people in my life that is my parents and parent-in-laws, my beloved husband Mohamad Shukri bin Abdul Rahim who really understand my passion and my lovely son, Mohamad Raif Fahmi. The support from the whole family members are such invaluable that will never be forgotten.

To all my friends whom I met them at UUM, you have done a lot for me. A big thank you goes to Azliza binti Saad, you have been such a wonderful companion since we ever known. Finally, thank you to all respondents and the organizations involved in this study because without their cooperation and support from them, I am unable to complete this thesis.

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## **LIST OF ABBREVIATIONS**

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This is to note that there is no abbreviation used in this report.

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 INTRODUCTION**

Employee turnover is one of the concerns and persistent problem to most organizations today (Benjamin, Yeoh, Lim & Syuhaily, 2010); regardless type and size and at every level of the organization. It is a serious issue especially in the field of human resource management as it is very costly to an organization due to termination, advertising, selection and hiring (Abbasi & Hollman, 2008). According to Connolly and Connolly (1991), turnover is costly for the organization. It is also adding up total expenditure to the overall company's profit and loss. It involves the separation cost such as the cost use in recruiting and selecting new employee, and the cost involved during the training period. Voluntarily turnover incurs significant cost, both in terms of direct cost (replacement, recruitment and selection, temporary staff, management time, or in terms of indirect costs like morale, pressure on remaining staff, cost of learning, product/service, organizational memory (Dess & Shaw, 2001). Therefore, the organization should reduce the turnover rate in the organization in order to remain competitive.

When an employee leaves an organization, the ability and motivation of the remaining employees to complete their duties might be affected today (Benjamin, Yeoh, Lim & Syuhaily, 2010). These direct and indirect impacts towards organization may jeopardize business entity in a long run. Increasing financial

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