

**EXAMINING THE ROLE OF JOB SATISFACTION, JOB SECURITY,
WORKING ENVIRONMENT AND ORGANIZATION COMMITMENT
TOWARD PRIVATE LECTURER IN KLANG VALLEY**

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ABSTRACT

Turnover intention is a continuous issue which has effected organizations until today. Many organizations have tried to understand the factors that could contribute to turnover intention among employees. Although many research have been conducted to study the turnover intention based on variables such as job satisfaction and organizational commitment, the research conducted may not be relevant due to lapse of time. The main purpose of this study is to examine the relationship between four factors affecting intention to turnover which are job satisfaction, job security, working environment and organizational commitment among lecturers in private college in Klang Valley. This study was conducted quantitatively where premier data was collected through distribution of questionnaires to 180 respondents of lecturers in the private college in Klang Valley. "Statistical Package for Social Science" (SPSS Window) Version 20.0 was used to carry out descriptive data analysis in this study in order to understand the relationship between the four factors which were job satisfaction, job security, working environment and organizational commitment with intention to turnover among lecturers in private college in Klang Valley; and also for hypothesis testing. The four factors in this study were expected to have negative correlation with intention to turnover. Intention to turnover gave a mean reading (mean = 4.23) , and job satisfaction (mean = 3.00). The mean for job security, working environment and organizational commitment were 3.34, 3.53 and 3.08 respectively. The findings showed that the four factors; job satisfaction, job security, working environment and organizational commitment and intention to turnover; generally support the hypotheses. These findings showed that the related factors should be given attention to retain the employees in the organisation. Some suggestions have been recommended for the organisation and for future research to be more complete and comprehensive.

Keywords: job satisfaction, job security, working environment, organizational commitment and intention to turnover.

ABSTRAK

Sehingga ke hari ini, niat pusing ganti merupakan isu yang memberi kesan terhadap sesebuah organisasi. Kebanyakan organisasi telah cuba memahami faktor-faktor yang menyumbang kepada niat pusing ganti di kalangan pekerja. Walaupun pelbagai kajian telah dijalankan untuk mengkaji niat pusing ganti dengan merujuk kepada faktor kepuasan kerja dan komitmen organisasi, namun kajian yang dijalankan masih tidak relevan disebabkan faktor masa. Tujuan kajian ini adalah untuk mengkaji hubungan diantara empat faktor dalam kepuasan kerja, keselamatan pekerjaan, suasana pekerjaan dan komitmen organisasi dengan niat pusing ganti di kalangan pensyarah di kolej swasta di Lembah Kelang. Kajian ini dijalankan secara kuantitatif di mana data primer dikumpulkan melalui agihan borang soal-selidik kepada 180 pensyarah di kolej swasta di Lembah Kelang. Pakej “Statistical Package for Social Science” (SPSS Window) Version 20.0.” digunakan untuk menganalisis data secara deskriptif dalam menerangkan dan memahami perkaitan di antara keempat-empat faktor iaitu kepuasan kerja, keselamatan pekerjaan, suasana pekerjaan dan komitmen organisasi dengan niat pusing ganti di kalangan pensyarah di kolej swasta di Lembah Kelang serta pengujian hipotesis. Keempat-empat faktor dalam kajian ini dijangka mempunyai hubungan yang negatif dengan niat pusing ganti. Niat pusing ganti memberi bacaan (min= 4.23) dan kepuasan kerja (min= 3.00). Sementara itu bacaan min untuk keselamatan pekerjaan, suasana pekerjaan dan komitmen organisasi adalah masing-masing 3.34, 3.53 dan 3.08. Hasil kajian menunjukkan keempat-empat faktor kepuasan kerja, keselamatan pekerjaan, suasana pekerjaan, komitmen organisasi dan niat pusing ganti secara umumnya menyokong hipotesis-hipotesis yang dikemukakan. Hasil kajian ini juga menunjukkan bahawa organisasi patut memberi perhatian kepada faktor-faktor yang berkaitan kepuasan kerja, keselamatan pekerjaan, suasana pekerjaan dan komitmen organisasi bagi mengekalkan pekerja dalam organisasi. Pengkaji telah mengemukakan beberapa cadangan untuk organisasi; juga untuk tujuan kajian yang lebih menyeluruh dan komprehensif pada masa akan datang.

Kata Kunci: kepuasan kerja, keselamatan pekerjaan, suasana pekerjaan, komitmen organisasi dan niat pusing ganti.

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

In this chapter, the background of study will be presented with a brief introduction on the variables being studied. Some background about factors affecting turnover intention among lecturers in private college in Klang Valley will also be highlighted besides the problem statement, research objective, research questions, scope of study and significant of study will be discussed to give understanding on the research conducted. Then follow by operational definition of terms to define the terms used in this study as well as how the terms are being measured. Finally, organization of the study is to give understanding on how the research is organized in order to accomplish the study.

1.1 BACKGROUND OF THE STUDY

Previous studies have identified numerous variables that predict employee intention to leave such as job satisfaction, job security, working environment and organizational commitment. Intention to leave is referred as an individual's estimated probability that they will stay in an organization. The four factors mentioned above of an organization procedures and policies matters to organization and employees alike; which will outline employees' perception of equality and justice and their commitment to the organization and reflects nature of the work performed. Intention to leave of an employee can reduce

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