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**THE RELATIONSHIPS BETWEEN JOB
SATISFACTION, WORKING RELATIONSHIP AND
HUMAN RESOURCE MANAGEMENT PRACTICES
ON TURNOVER INTENTION AMONG SAFETY
AND HEALTH OFFICERS IN THE CONSTRUCTION
INDUSTRY**

AISHA WARSHAF

**THE RELATIONSHIPS BETWEEN JOB SATISFACTION, WORKING RELATIONSHIP AND
HUMAN RESOURCE MANAGEMENT PRACTICES ON TURNOVER INTENTION AMONG
SAFETY AND HEALTH OFFICERS IN THE CONSTRUCTION INDUSTRY**



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**THE RELATIONSHIPS BETWEEN JOB SATISFACTION, WORKING
RELATIONSHIP AND HUMAN RESOURCE MANAGEMENT PRACTICES
ON TURNOVER INTENTION AMONG SAFETY AND HEALTH OFFICERS
IN THE CONSTRUCTION INDUSTRY**



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Research Project Submitted to
Othman Yeop Abdullah Graduate School of Bussiness,
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In Partial Fulfillment of the Requirement for the Master of Sciences
(Occupational Safety and Health Management)

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ABSTRACT

Aim: The overall objective of this study will be to identify relationship of job satisfaction, working relationship and human resources management practice on turnover intention among safety and health officer in construction industry. **Literature review:** A collection of literature related to Safety and Health Officer and the construction in Malaysia, turnover intention, job satisfaction, working relationship and human resources management practices. **Methodology:** The study design used is cross-sectional study which involves both descriptive statistic and inferential statistic. A pilot study of 30 respondents is carried out to test the reliability. A sample of 205 Safety and Health Officer (SHO) working in construction industry across state of Selangor Darul Ehsan. Respondent answer one set of self-administrated questionnaire consisting of demographic items, a job satisfaction, working relationship, human resources management practices survey as well as a question represent the intention to quit via online platform. **Result and Discussion:** This study provides the concept of how will these three independent factors will affect employee turnover and more data, findings and comparisons will be presented in future journal on selecting the best factors that have impact on employee turnover the most. All independent variables had significant negative relationship towards intention to quit with work relationship is the highest predictor variable as Beta value under standardized coefficient scored (0.244) if compare to job satisfaction and human resource management practices are (0.231) and (0.224) respectively. **Conclusion and Recommendation:** In conclusion, this research show medium significant intention to leave and there is essential need to conduct further studies.

Keywords: safety and health officer, turnover intention, job satisfaction, working relationship, human resources management, construction industry.

ABSTRAK

Tujuan: Objektif keseluruhan kajian ini adalah untuk mengenal pasti hubungan kepuasan kerja, hubungan kerja dan pengurusan sumber manusia dalam niat untuk berhenti kerja di kalangan pegawai keselamatan dan kesihatan dalam industri pembinaan. Kajian kesusasteraan: Satu koleksi kesusasteraan yang berkaitan dengan Pegawai Keselamatan dan Kesihatan dan pembinaan di Malaysia, niat untuk berhenti kerja, kepuasan kerja, hubungan kerja dan amalan pengurusan sumber manusia. Kaedah: Reka bentuk kajian yang digunakan adalah kajian rentas keratan yang melibatkan kedua-dua statistik deskriptif dan statistik inferens. Kajian perintis 30 responden dijalankan untuk menguji kebolehpercayaan. Sampel purposive diambil dari 205 Pegawai Keselamatan dan Kesihatan (SHO) yang bekerja di industri pembinaan di seluruh negeri Selangor Darul Ehsan. Responden menjawab satu set soal selidik yang terdiri beberapa item seperti demografik, kepuasan kerja, hubungan kerja, tinjauan amalan pengurusan sumber manusia serta soalan mewakili niat untuk berhenti melalui platform dalam talian. Hasil dan Perbincangan: Kajian ini memberikan konsep tentang bagaimana ketiga-tiga faktor bebas ini akan mempengaruhi perolehan pekerja dan lebih banyak data, penemuan dan perbandingan akan dibentangkan dalam jurnal masa depan untuk memilih faktor terbaik yang memberi impak kepada niat untuk berhenti yang paling banyak. Semua pemboleh ubah bebas mempunyai hubungan negatif yang signifikan ke arah niat untuk berhenti dengan hubungan kerja adalah pemboleh ubah prediktor tertinggi dengan nilai Beta di bawah pekali standard yang ditetapkan (0.244) jika dibandingkan dengan kepuasan kerja dan amalan pengurusan sumber manusia adalah masing-masing memperoleh (0.231) dan (0.224). Kesimpulan dan Cadangan: Sebagai kesimpulan, penyelidikan ini menunjukkan niat penting untuk meninggalkan dan ada keperluan penting untuk menjalankan kajian lanjut.

Kata kunci: pegawai keselamatan dan kesihatan, niat untuk berhenti kerja, kepuasan kerja, hubungan kerja, pengurusan sumber manusia, industri pembinaan.

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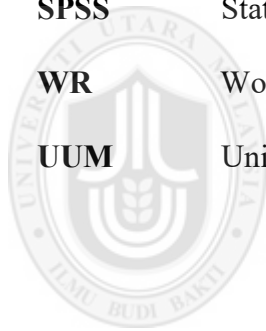
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LIST OF ABBREVIATION

DOSH	Department of Occupational Safety and Health
HR	Human resources management practice
JS	Job satisfaction
NIOSH	National Institute of Occupational Safety and Health
OSH	Occupational Safety and Health
RO	Research objectives
RQ	Research questions
SHO	Safety and Health officer
SPSS	Statistical Package for Social Science
WR	Working relationship
UUM	Universiti Utara Malaysia



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CHAPTER ONE

INTRODUCTION

1.1 Introduction

This chapter basically focuses on the purpose to study the relationship of job satisfaction, working relationship and human resource management practicess in relation to the turnover intention among Safety and Health Officers (SHO)s who are apparently working in the construction industry.

This section includes the explanation and elaboration of the background of the study, problem statement, research question, research objectives, scope and limitations of the study, the significance of the study, definition of key terms as well as the full organization of the thesis.

1.2 Background of Study

In order to ensure workplace with high compliance of safety and health, the organization should concern to have the Occupational safety and health (OSH) practitioners (Daud, 2010). OSH practitioner is defined as “A person who practicess occupational safety and health” whereas he may be or may be not a competent person (DOSH, 2015).

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APPENDIX A



SURVEY ON RELATIONSHIP OF JOB SATISFACTION, WORKING RELATIONSHIP, AND HUMAN RESOURCE MANAGEMENT PRACTICES ON TURNOVER INTENTION AMONG SAFETY AND HEALTH OFFICER IN CONSTRUCTION INDUSTRY

EXECUTIVE SUMMARY

The construction Industry in Malaysia has contributed significantly to the economic growth in Malaysia. Regardless the nature of job at construction site, there is currently a shortage of registered Safety and Health Officer, and organizations often face challenges in retaining them. Malaysia currently lacks at least 9,000 safety and health officers (SHOs) and more than half of registered SHOs are either inactive or have yet to renew their licenses. Job satisfaction has been identified as a factor that influences high turnover rate among safety practitioner in construction industry in Malaysia.

Dear respondent.

This study focuses on understanding the current level of job satisfaction and turnover intention among Safety and Health practitioner in a construction industry in Malaysia. Your participation in this survey is very important.

Understanding your background and professional experience in Occupational Safety and Health will help this study to achieve its aim and objectives. The survey should only take a couple of minutes of your time. Your participation in the survey is completely voluntary and all of your responses will be kept confidential.

Thank you for your participation.

INSTRUCTIONS: This questionnaire consists of eight (5) pages. Please read the questions carefully before answering them.

SECTION A: RESPONDENT INFORMATION

Instruction: Please choose one for the answer for each question by (X) the chosen answers

1. Age

- | | |
|--------------------------|------------------------|
| <input type="checkbox"/> | 25 years old and below |
| <input type="checkbox"/> | 26-35 years old |
| <input type="checkbox"/> | 36-45 years old |
| <input type="checkbox"/> | 45-55 years old |
| <input type="checkbox"/> | 56 years old and above |

2. Gender

- | | |
|--------------------------|--------|
| <input type="checkbox"/> | Male |
| <input type="checkbox"/> | Female |

3. Education level

- | | |
|--------------------------|----------------------------|
| <input type="checkbox"/> | Certificate |
| <input type="checkbox"/> | Diploma |
| <input type="checkbox"/> | Degree |
| <input type="checkbox"/> | Master Degree |
| <input type="checkbox"/> | Doctor of Philosophy (PHD) |

4. Current employment status

- | | |
|--------------------------|-----------|
| <input type="checkbox"/> | Permanent |
| <input type="checkbox"/> | Contract |
| <input type="checkbox"/> | Freelance |

5. Period of working experiences

- | | |
|--------------------------|--------------------|
| <input type="checkbox"/> | Less than one year |
| <input type="checkbox"/> | 1-5 years |
| <input type="checkbox"/> | 6-10 years |
| <input type="checkbox"/> | 10-15 years |
| <input type="checkbox"/> | Over 15 years |

SECTION B: JOB SATISFACTION, WORKING RELATIONSHIP, AND HUMAN RESOURCE MANAGEMENT PRACTICES ON TURNOVER INTENTION AMONG SAFETY AND HEALTH OFFICER IN CONSTRUCTION INDUSTRY

Instruction: Please choose one for the answer for each question by give the appropriate score.

SCORE/SKOR	DESCRIPTION/KETERANGAN
1	Strongly Disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly Agree

NO.	QUESTION	SCORE				
JOB SATISFACTION						
1.	I find real enjoyment in my job	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
2.	I consider my job rather pleasant	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
3.	I am often not bored with my job	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
4.	I am well satisfied with my job	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

		0	0	0	0	0	
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NO.	QUESTION	SCORE				
5.	I definitely like my job	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
6.	Most day I am enthusiastic with my job	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0

WORKING RELATIONSHIP

7.	Superior understand my problem	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
8.	Superior recognize my potential	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
9.	My superior will help me to solve problem	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
10.	My superior has confidence on me	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
11.	I know where I can stand my superior	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0

NO.	QUESTION	SCORE				
12.	My relationship with my superior is effective	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
13.	I like the people I work with	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
14.	Communication seem good among team	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
HUMAN RESOURCE MANAGEMENT PRACTICES						
15.	I have participated training	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
16.	I can see opportunities for my advancement	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
17.	I am satisfied with the fair promotion offered by the company	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
18.	I think my level of pay is fair	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0

NO.	QUESTION	SCORE				
		1	2	3	4	5
19.	I am generally satisfy with the amount of pay and benefits I receive	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
TURNOVER INTENTION						
20.	I plan to leave my current job/profession as SHO in construction site	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0
21.	I would be willing to leave my current job profession as SHO in construction site	1	2	3	4	5
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
		0	0	0	0	0

Thank you.

Universiti Utara Malaysia