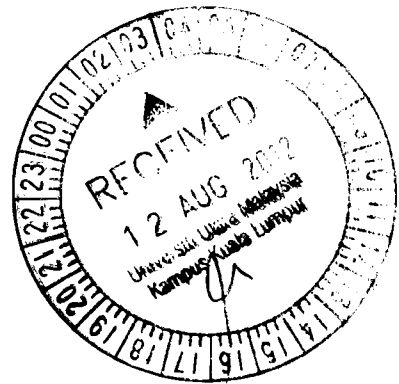


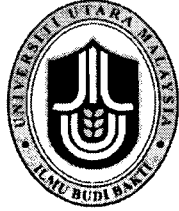
**THE RELATIONSHIP BETWEEN JOB SATISFACTION AND TURNOVER
INTENTION AMONG GENERATION Y: THE MEDIATION EFFECT OF
ORGANIZATIONAL COMMITMENT**



By:

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**Master Project Submitted To
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Othman Yeop Abdullah
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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. Contemporary studies need to be conducted in order to understand the perception of the new generation of employees particularly among generation Y. New studies need to be conducted in order to understand the new way of thinking among employees especially the new generation and what are the dominant factors that could effect the turnover intention among these employees.

Based on previous research, this study is conducted among generation Y employees, majority of employees today (year 2012) consist of generation Y which is age from 19 to 35. This study also trying to understand the mediation effect of organizational commitment on the relationship between job satisfaction and turnover intention among these generation so that the study could give more inputs in terms of how organizational commitment could be important in terms of the effect on turnover intention.

Data was analyzed using "Statistical Package for Social Science" (SPSS) version 15 and a total of 242 respondents was selected using random sampling technique in order to understand the relationship between job satisfaction and turnover intention and how organizational commitment mediates the relationship between the two variables. Bothe descriptive and the inferential analysis employed in this study. The results of the analysis found the relationship of job satisfaction and turnover intention

generally support the hypothesis as well as the mediation effect of organizational commitment on the relationship of these two variables. There are also additional findings whereby work itself is the dominant factor in job satisfaction compared to the other job satisfaction dimension namely pay, promotion and supervision. Some suggestions has been recommended for practitioners and future research to be more complete and comprehensive.

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TABLE OF CONTENTS

CERTIFICATION OF WORK.....	ii
PERMISSION TO USE.....	iii
ABSTRACT.....	iv
ACKNOWLEDGEMENT.....	vi
TABLE OF CONTENTS.....	vii
LIST OF FIGURES.....	x
LIST OF TABLES.....	xi
CHAPTER 1 INTRODUCTION.....	1
1.1 INTRODUCTION.....	1
1.2 BACKGROUND OF THE STUDY.....	1
1.2.1 PROBLEM STATEMENT.....	4
1.2.2 RESEARCH OBJECTIVE.....	5
1.3 RESEARCH QUESTIONS.....	6
1.4 SCOPE OF STUDY.....	7
1.5 SIGNIFICANCE OF STUDY.....	8
1.6 OPERATIONAL DEFINITIONS OF TERMS.....	9
1.7 ORGANIZATION OF THE STUDY.....	10
CHAPTER 2 LITERATURE REVIEW.....	11
2.1 INTRODUCTION.....	11
2.2 TURNOVER INTENTION.....	11
2.2.1 Definitions.....	11
2.2.2 The Model Of Employee Turnover Intention.....	13
2.2.3 Sources Of Turnover Intention.....	16
2.3 JOB SATISFACTION.....	20
2.3.1 Definition.....	20
2.3.2 Maslow's Hierarchy Of Needs.....	21
2.3.3 Herzberg Two Factor Theory.....	24
2.4 ORGANIZATIONAL COMMITMENT.....	25
2.4.1 Definitions.....	25
2.5 EMPIRICAL STUDIES OF JOB SATISFACTION, ORGANIZATIONAL COMMITMENT AND TURNOVER INTENTIONS.....	26

2.5.1 Empirical Studies Between Job Satisfaction And Turnover Intention	26
2.5.2 Empirical Studies Between Job Satisfaction And Organizational Commitment	26
2.5.3 Empirical Studies Between Organizational Commitment And Turnover Intention	27
2.6 GENERATION Y	28
2.7 THEORETICAL FRAMEWORK	29
2.8 HYPOTHESIS	31
CHAPTER 3 RESEARCH METHODOLOGY.....	32
3.1 INTRODUCTION.....	32
3.2 PURPOSE OF THE STUDY AND TYPE OF INVESTIGATION.....	32
3.3 DATA COLLECTION.....	33
3.4 SAMPLING DESIGN.....	33
3.5 DATA ANALYSIS PROCEDURE	35
3.6 THE VARIABLES MEASURES	36
3.7 PILOT TEST.....	38
3.8 CONCLUSION.....	39
CHAPTER 4 RESEARCH RESULTS	40
4.1 INTRODUCTION.....	40
4.2 FINDINGS	40
4.2.1 Demographic Descriptions	40
4.2.2 Descriptive analysis of variables.....	45
4.2.3 Difference in Turnover Intention by demographic variables	47
4.2.3.1 Independent Sample T-test.....	47
4.2.3.2 Analysis of Variances (ANOVA).....	48
4.2.4 Relationship between job satisfaction, organizational commitment and turnover intention among generation Y.....	51
4.2.4.1 Pearson Correlation.....	51
4.2.5 Relationship between Job Satisfaction and Turnover Intention	53
4.2.6 Multiple regression: Relationship between Job Satisfaction and Organizational Commitment.	57
4.2.7 Multiple regression: Relationship between Organizational Commitment and Turnover Intention.	60
4.2.8 Multiple regression: Relationship between Job Satisfaction and Turnover Intention with the presents of Organizational Commitment as mediator.....	62
4.3 SUMMARY OF HYPOTHESIS TESTING	66

4.4 CONCLUSION	67
CHAPTER 5 DISCUSSION AND CONCLUSION.....	68
5.1 INTRODUCTION.....	68
5.2 RESEARCH DISCUSSION AND CONCLUSION	68
5.3 RESEARCH IMPLICATIONS.....	73
5.4 LIMITATIONS	75
5.5 SUGGESTION FOR FUTURE RESEARCH.....	76
5.6 CONCLUSION	77
REFERENCE.....	78
APPENDIX A	86
APPENDIX B	87
APPENDIX C	106

LIST OF FIGURES

Figure 2.1 Mobley's Employee Turnover Decision Process Model.....	14
Figure 2.2 Price And Mueller's Causal Model.....	15
Figure 2.3 Representation of the Intermediate Linkage in the Employee Process.....	16
Figure 2.4 Factors that contributes to turnover behaviour.....	17
Figure 2.5 Maslow's Hierarchy of Needs.....	23
Figure 2.6 Theoretical Framework.....	29
Figure 3.1 Turnover rate based on industry (MEF Survey).....	34
Figure 4.1 Steps for mediation variable testing.....	62

LIST OF TABLES

Table 3.1 Summary of survey responses.....	35
Table 3.2 Interpretations of strength of relationship between variables.....	36
Table 3.3 Reliability of instruments (Cronbach's Alpha Coefficient).....	38
Table 4.1 Frequency distribution on gender.....	41
Table 4.2 Frequency distribution on age.....	41
Table 4.3 Frequency distribution on race.....	42
Table 4.4 Frequency distribution on marital status.....	42
Table 4.5 Frequency distribution on working experience.....	43
Table 4.6 Frequency distribution on length of service in current company.....	43
Table 4.7 Frequency distribution on educational level.....	44
Table 4.8 Descriptive Analysis of variables.....	45
Table 4.9 Results of Independent T-Test to analyze difference in turnover intention by gender.....	47
Table 4.10 Results of One-way ANOVA to analyze difference in turnover intention by age.....	48
Table 4.11 Results of One-way ANOVA to analyze difference in turnover intention by race.....	49
Table 4.12 Results of One-way ANOVA to analyze the difference in turnover intention by marital status.....	49
Table 4.13 Results of One-way ANOVA to analyze the difference in turnover intention by years of working experience.....	50
Table 4.14 Results of One-way ANOVA to analyze the difference in turnover intention by educational level.....	50
Table 4.15 Relationship between Job satisfaction dimensions (Pay, Promotion, Work itself, Supervision), Organizational Commitment and turnover intention using Pearson correlation.....	51
Table 4.16 Relationship between Job satisfaction and turnover intention using multiple regression.....	54
Table 4.17 Relationship between Job satisfaction dimensions and turnover intention using multiple regression.....	55
Table 4.18 Relationship between Job satisfaction and organizational commitment using multiple regression.....	57

Table 4.19 Relationship between Job satisfaction dimensions and organizational commitment using multiple regression.....	58
Table 4.20 Relationship between organizational commitment and turnover intention using multiple regression.....	60
Table 4.21 Analysis for mediation effect.....	63
Table 4.22 Relationship between job satisfaction and turnover intention with organizational commitment as a mediating variable.....	64
Table 4.23 Hypothesis testing summary.....	66

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