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**A STUDY ON TURNOVER INTENTION AMONG INFORMATION
TECHNOLOGY EMPLOYEES IN
E-GENTING SDN. BHD.**

By



**Thesis Submitted to
School of Business Management (SBM)
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Management**



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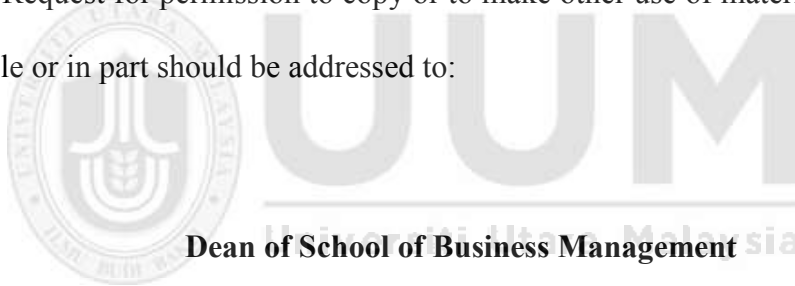
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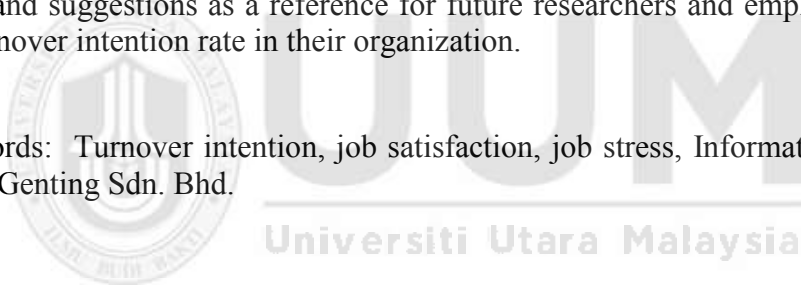
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ABSTRACT

The turnover rate among employees in organization is increasing every day. Therefore, the purpose of this research was to examine the factors (job satisfaction, job stress, and organizational commitment) that influenced the turnover intention among Information Technology employees at E-Genting Sdn. Bhd.

A total of 140 questionnaires were distributed to Information Technology employees at E-Genting Sdn. Bhd to obtained data for this research. All research data were analyzed with Statistical Package for Social Science (SPSS) software version 18 based on the data collected through the questionnaire. The results of this study indicated that there were two negative relationships between independent variables (job satisfaction and organizational commitment) on dependent variable (turnover intention) among Information Technology employees. Therefore, from the result showed that if job satisfaction and organizational commitment increased, the turnover intention among Information Technology employees would also decreased. Whereas, there was a positive relationship between the independent variable (job stress) on the dependent variable (turnover intention). This result, revealed that as the job stress increased, the turnover intention among Information Technology employees at E-Genting Sdn. Bhd also increased. At the end of this research, would discussed on the implications of the study and suggestions as a reference for future researchers and employers to reduce the turnover intention rate in their organization.

Keywords: Turnover intention, job satisfaction, job stress, Information Technology and E-Genting Sdn. Bhd.



ABSTRAK

Kadar pekerja yang ingin meninggalkan organisasi semakin meningkat dari hari ke hari. Oleh itu, tujuan penyelidikan ini dilaksanakan adalah untuk mengkaji faktor-faktor (kepuasan kerja, tekanan kerja, dan komitmen organisasi) yang mempengaruhi niat untuk meninggalkan organisasi di kalangan pekerja Teknologi Maklumat di E-Genting Sdn. Bhd.

Sebanyak 140 kertas soal kaji selidik telah diedarkan kepada pekerja Teknologi Maklumat di E-Genting Sdn. Bhd bagi mendapatkan data kajian ini. Kesemua data kajian telah dianalisa dengan menggunakan perisian Statistical Package for Social Science (SPSS) versi 18 berdasarkan data yang telah dikumpulkan melalui kertas soal selidik. Hasil daripada kajian ini menunjukkan terdapat dua hubungan negatif diantara pemboleh ubah tidak bersandar (kepuasan kerja dan komitmen organisasi) terhadap pemboleh ubah bersandar iaitu niat untuk meninggalkan organisasi. Oleh itu, hasil daripada keputusan ini menunjukkan bahawa jika kepuasan kerja dan komitmen organisasi meningkat, niat untuk meninggalkan organisasi di kalangan pekerja Teknologi Maklumat turut akan menurun. Manakala, terdapat hubungan positif diantara pemboleh ubah tidak bersandar (tekanan kerja) dengan pemboleh ubah bersandar iaitu niat untuk meninggalkan organisasi. Keputusan ini, telah mendedahkan bahawa apabila tekanan kerja meningkat, niat untuk meninggalkan organisasi di kalangan pekerja Teknologi Maklumat di E-Genting Sdn. Bhd. juga meningkat. Diakhir kajian ini, juga membincangkan mengenai implikasi kajian dan cadangan sebagai rujukan bagi penyelidik pada masa akan datang dan majikan untuk mengurangkan kadar niat perolehan dalam organisasi mereka.

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Kata-kata: Niat untuk meninggalkan organisasi, kepuasan kerja, tekanan kerja, Teknologi Maklumat dan E-Genting Sdn. Bhd.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

This study was to determine the elements on turnover intention among Information Technology (IT) employees in E-Genting Sdn. Bhd. This chapter would address on the background of the study, problem statement, research questions, research objectives, significance of the study, scope of this study, followed by organization of this thesis and lastly the conclusion.

1.1 Background of the Study

The rapid changes in technology around the world have improved uses of technology in Information and Communication Technology (ICT) industry as all community used technology as a medium to assist them in business operation and education field. ICT includes activities that related to telecommunication services that use the Internet as well as technology equipment (Choo, Lee, Ng, Tan & Tay, 2013). The advanced of technology today, facilitates communication from any location without any interruption. Internet usage and web base have become the main activities currently since rapid changes in technology today (Standbridge & Autrey, 2001).

Many previous researches, around late 1980s, identified the term used for 'computer' was changed to 'Information Technology' (IT) that have broaden the human capabilities and capacity to recovers information. Next, Malaysia is moving towards a

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APPENDICES



Dear Respondents,

I am postgraduate student from Universiti Utara Malaysia (UUM), currently pursuing master degree in Master of Human Resource Management (MHRM). As a partial requirement of master degree program, I am conducting a research study entitled "**A Study on Turnover Intention among Information Technology Employees in E-Genting Sdn. Bhd.**". I am appreciating your willingness to participate in this questionnaire. All the information provided in this survey will be kept strictly private and confidential and will be only used for academic purpose. Thank you for the time and effort taken to complete this questionnaire.

Name : Dzulaika Sharmanne Bt Tagol Aros

Student ID : 815439

Section A: Assessment on factors that influence you to leave your organization

This section is seeking your opinion regarding the factors that influence your intention to leave your current organization. Respondents are asked to indicate the extent to which they agreed or disagreed with each statement using 5 Likert scale response framework.

Likert scale indicator:

- 1= Strongly Disagree (SD)
- 2= Disagree (D)
- 3= Neutral (N)
- 4= Agree (A)
- 5= Strongly Agree (SA)

Please circle one number per line to indicate the extent to which you agree or disagree with the following statements.

A1	Job Satisfaction	SD	D	N	A	SA
SA1	I am satisfied with my pay. <i>Saya berpuas hati dengan gaji saya.</i>	1	2	3	4	5
SA2	I am satisfied with the organization promotion policy. <i>Saya berpuas hati dengan polisi promosi organisasi.</i>	1	2	3	4	5
SA3	I am satisfied with the working condition in this organization. <i>Saya berpuas hati dengan keadaan tempat</i>	1	2	3	4	5
SA4	The fringe benefit provided by the organization is satisfying. <i>Organisasi memberi manfaat yang memuaskan.</i>	1	2	3	4	5
SA5	I am bored with my present job. <i>Saya berasa bosan terhadap kerja saya.</i>	1	2	3	4	5

A2	Job Stress	SD	D	N	A	SA
ST1	I often feel stressed out with my job. <i>Saya berasa tertekan dengan kerja saya.</i>	1	2	3	4	5
ST2	Problems associated with work have kept me awake at night. <i>Saya tidak dapat tidur lena pada waktu malam sebab masalah yang berkaitan dengan</i>	1	2	3	4	5
ST3	I feel fidgety or nervous because of my job. <i>Saya berasa resah atau saraf sebab kerja saya.</i>	1	2	3	4	5
ST4	I am pressured to work long hours. <i>Saya tertekan untuk bekerja selama masa yang panjang.</i>	1	2	3	4	5
ST5	I no longer enjoy my work. <i>Saya tidak lagi menikmati kerja saya.</i>	1	2	3	4	5

A3	Organizational Commitment	SD	D	N	A	SA
CO1	It would be very hard for me to leave my organization right now, even if I wanted to. <i>Saya menghadapi kesulitan untuk meninggalkan organisasi ini, malah jika saya mempunyai keinginan ini.</i>	1	2	3	4	5
CO2	I am willing to put in a great deal of effort beyond that normally is expected in order to help this organization to be successful. <i>Saya akan bekerja dengan sedaya upaya untuk membantu organisasi ini untuk bertambah maju pada masa yang akan datang.</i>	1	2	3	4	5
CO3	I am proud to tell others that I am part of this organization. <i>Saya berasa bangga memberitahu kawan-kawan saya adalah sebahagian daripada organisasi ini.</i>	1	2	3	4	5
CO4	I feel that I have too few options to consider leaving this organization. <i>Saya tidak mempunyai pilihan yang banyak jikalau saya memilih untuk meninggalkan organisasi ini.</i>	1	2	3	4	5
CO5	I would be very happy to spend the rest of my career with this organization. <i>Saya berasa bangga jikalau saya dapat bekerja dengan organisasi ini dalam jangka masa yang panjang.</i>	1	2	3	4	5

Section B: Assessment on Turnover Intention

B1	Turnover Intention	SD	D	N	A	SA
TI1	I often think of leaving my organization. <i>Saya sering berfikir meninggalkan syarikat saya.</i>	1	2	3	4	5
TI2	It is very possible that I will look for a new job next year. <i>Saya berkemungkinan besar akan mencari pekerjaan baru tahun depan.</i>	1	2	3	4	5
TI3	As soon as I can find a better job, I will quit from this organization. <i>Sebaik sahaja saya dapat mencari kerja yang lebih baik, saya akan meninggalkan organisasi ini.</i>	1	2	3	4	5
TI4	If I may choose again, I will choose to work for the current organization. <i>Jika saya boleh memilih lagi, saya juga akan bekerja di organisasi ini.</i>	1	2	3	4	5
TI5	I would turn down an offer from another organization at this point of time. <i>Jika organisasi lain memberi tawaran kepada saya, saya akan menolak tawaran tersebut.</i>	1	2	3	4	5



Section C: Demographic Profile

Please tick the most appropriate answer for each of the following questions.

QC1: Gender: Male Female

QC2: Age: Below 20 Years Old 21 - 25 Years Old
 26 - 30 Years Old 31 – 35 Years Old
 36 - 40 Years Old Above 40 Years Old

QC3: Ethnic group Malay
 Chinese
 Indian
 Others, please specify: _____

QC4: Marital status Single
 Married
 Others, please specify: _____

QC5: Highest education qualification SPM
 STPM
 Diploma
 Bachelor Degree / Advance Diploma
 Master Degree
 Others, please specify: _____

QC6: Monthly income level Below RM1,000
 RM1,001 – RM1,500
 RM1,501 – RM2,000
 RM2,001 – RM2,500
 RM2,501 – RM3,000
 Above RM3,001

QC7: How long have you been worked in E-Genting Sdn. Bhd.?

- Less than 1 year
- 1 – 2 years
- 3 – 4 years
- More than 5 years

QC8: How many hours per week do you work in this organization?

- Less than or equal to 30 hours
- 31 – 35 hours
- 36 – 40 hours
- 41 – 45 hours
- 46 – 50 hours
- More than 50 hours

Thank you for your time and cooperation.-

~ The End ~





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Our Ref : UUM/UUMKL/P-39/133
 Date : 3 July 2019

E-GENTING SDN. BHD.

COLLECTION OF DATA FOR RESEARCH PURPOSES

We are pleased to inform you that the following student is from UUM Kuala Lumpur and is presently pursuing her Master of (Human Resource Management). She is required to collect data from your organization as a requirement for the BPM26912 Research Paper course this semester.

No.	Name	Matric No.	I/D No.
1.	DZULAIKA SHARMANE BINTI TAGOL AROS	615439	670714326084



Please be informed that the data collected is purely for academic purposes and we assure you that all information will be kept strictly confidential.

We really appreciate your kindness and cooperation in the above matter.

Thank you

Universiti Utara Malaysia

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- "SCHOLARSHIP, VIRTUE AND SERVICE"
- "ACADEMIC EXCELLENCE UUM EMINENCE"

Sincerely yours,

NUR AFIQAH BINTI ABU BAKAR
 Assistant Registrar
 Universiti Utara Malaysia
 Kuala Lumpur (UUMKL)

Universiti Pengurusan Terkemuka
 The Eminent Management University

