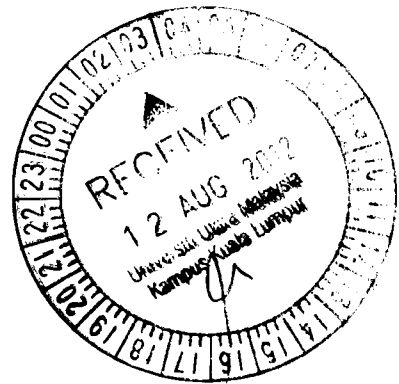


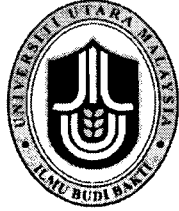
**THE RELATIONSHIP BETWEEN JOB SATISFACTION AND TURNOVER
INTENTION AMONG GENERATION Y: THE MEDIATION EFFECT OF
ORGANIZATIONAL COMMITMENT**



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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