

**THE RELATIONSHIP BETWEEN JOB SATISFACTION AND
ORGANIZATIONAL COMMITMENT ON TURNOVER INTENTIONS
AMONG ZOO NEGARA MALAYSIA STAFF**

**Thesis Submitted to the Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia, in Fulfillment of the Requirement for the Degree of
Master of Science in Management**

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December 2011

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ABSTRAK

Ojektif utama kajian ini adalah untuk melihat hubungan diantara kepuasan kerja dan komitmen beroganisasi dengan lantik henti dikalangan pekerja di ZNM. Kajian ini juga mengenalpasti tahap yang mempengaruhi lantik henti tersebut. Kajian meramalkan terdapat perbezaan yang negatif diantara faktor-faktor kepuasan pekerjaan dan faktor-faktor komitmen beroganisasi dengan lantik henti. Kajian ini menggunakan kaedah borang kajiselidik. Sebanyak sembilan puluh (90) responden telah dipilih secara 'modified systematic sampling' sebagai sampel kajian. Ujian-ujian yang digunakan untuk menganalisis data termasuklah Analisa Faktor, Statistik Deskripsi dan Regrasi Berganda. Hasil kajian mendapati faktor kepuasan perkerjaan mempunyai hubungan yang negatif dengan lantik henti. Hubungan yang tidak signifikan telah didapati di antara komitmen beroganisasi dengan lantik henti.

ABSTRACT

The main objective of this study is to examine whether there is any relationship between job satisfaction, organizational commitment and turnover intentions among employees of ZNM. The study also determines the level of turnover intentions. The study hypothesized that job satisfaction and organizational commitment were having negative relationship with turnover intentions. The methods used in the research to obtain data were via questionnaire. A total of ninety (90) employees of ZNM were selected by modified systematic sampling as the sample of study. The tests involved were Factor Analysis, Descriptive Statistics and Multiple Regression. This study found that job satisfaction has a negative relationship to turnover intentions. The non significance relationship found between organizational commitment and turnover intentions.

ACKNOWLEDGEMENT

My special thanks and acknowledgement is credit to my beloved parents, Haji Idris Bin Sharif and the late Hajjah Noriah Binti Bidin, whom had tirelessly giving the encouragement for me and for my studies right from my early days. Their sacrifices and support are nothing comparable, in love and affection, moral, monetary, emotional and all are non-repayable. May Allah only repay them with the blessing in this world and hereafter.

I am heartily thankful to my project paper supervisor Associate Professor Dr. Barudin Muhamad, whose encouragement, guidance and support that enabled me to complete this research project. I would like to thanks my colleagues Badrohisham, Nik Hziman and Abd Latif for their helpful guidance and advice.

Mountains of thanks also go to my family, for the greatest support and understanding throughout my study. For my wife, Norhayati Mat Wajid, who gave me immeasurable amount of love, sacrifices, understanding and encouragement. For my children Muhammad Yamin and Nur Qisya Rania, who gave me all the joy, support and understanding.

I also would like to take the opportunity to thanks to Dr. Mohamad Ngah, Director of ZNM and Dr. Muhammad Danial Felix, Deputy Director of ZNM for giving me lots of support and encouragement for my studies. Thanks to colleagues in Education Department of ZNM for the understanding and support throughout my studies. Last but not least, thanks to all respondents who had participated in this study and to all who had contributed and supported either directly or indirectly to this study, too many names not stated and mentioned here.

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LIST OF ABBREVIATIONS

ZNM	Zoo Negara Malaysia
MZS	Malaysian Zoological Society
SPSS	Statistical Package for Social Science
VARIMAX	Varian Maximum

CHAPTER 1

INTRODUCTION

1.1 Overview

This chapter covers the introduction of the study. It covers several important elements of the study, namely problem statement, background of the study, scope of the study, research objectives and hypotheses, its significance, definitions of terms and organization of the thesis.

1.2 ZNM an Overview

Zoo Negara Malaysia (ZNM) a non-governmental organization established to create the first local zoo for Malaysians. ZNM is now 48 years old and has matured into a well-known zoo all around the world. Have a total of over 5446 specimen from 476 species of mammals, birds, reptiles, amphibians and fish.

ZNM covers 110 acres of land which is situated only 5km from the city of Kuala Lumpur. Over the years, the zoo has transformed itself to an open concept zoo with over 90% of its animals being kept in spacious exhibits with landscape befitting its nature and is working hard in making sure that the old zoo concept is changed entirely.

Its mission is to provide knowledge to visitors about wildlife, conservation and creating awareness about the most important thing on the awareness of endangered animals. As a

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