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**RELATIONSHIPS BETWEEN ORGANIZATIONAL COMMITMENT, JOB
SATISFACTION AND JOB STRESS WITH INTENTION TO LEAVE
AMONG EMPLOYEES OF APPFUXION CONSULTING SDN BHD**

By



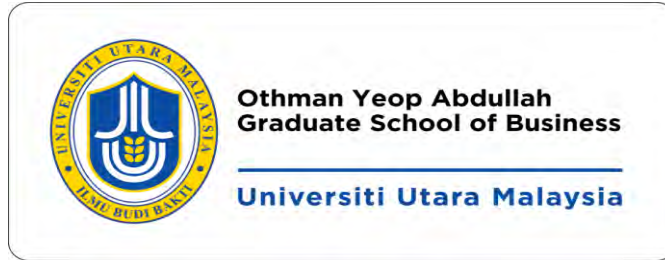
MOHAMAD SYAFIQ BIN MOHAMAD SAAD

UUM
Universiti Utara Malaysia

**Dissertation Submitted to
Othman Yeop Abdullah Graduate School of Business,
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**In Fulfillment of the Requirements for
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December 2018



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ABSTRACT

This research aims to examine the relationships between organizational commitment, job stress and job satisfaction with the intention to leave among the employees of AppFuxion Consulting Sdn Bhd. The study was conducted using the descriptive research method to ensure that the data collected meet the research objectives. Some 92 samples were collected from the employees of AppFuxion Consulting Sdn Bhd with about a total of about 120 population. The quantitative analysis, Cronbach Alpha test and Pearson Correlation test were performed using the Statistical Package for Social Science (SPSS) Version 23.0. This research also involved a cross-sectional review of the previous researches on the factors that influenced the intention to leave among employees in other sectors. Job stress are significant positive relationship between intention to leave and job stress with ($\beta = 0.837$) and ($p = 0.000$). Job satisfaction are significant negative relationship between intention to leave and job satisfaction with ($\beta = - 0.008$) and ($p = 0.942$). Organizational Commitment are significant positive relationship between intention to leave and organizational commitment with ($\beta = 0.012$) and ($p = 0.925$). It shown that all three independent variable have influence toward intention to leave.

Keywords: Organizational commitment, job stress, job satisfaction and intention to leave.

ABSTRAK

Kajian ini bertujuan untuk mengkaji hubungan antara komitmen organisasi, tekanan pekerjaan dan kepuasan kerja dengan niat untuk meninggalkan di kalangan pekerja AppFuxion Consulting Sdn Bhd. Kajian ini dijalankan menggunakan kaedah penyelidikan deskriptif untuk memastikan bahawa data yang dikumpul memenuhi objektif penyelidikan. Sebanyak 92 sampel dikumpulkan dari kakitangan AppFuxion Consulting Sdn Bhd dengan kira-kira jumlah kira-kira 120 penduduk. Analisis kuantitatif, ujian Cronbach Alpha dan ujian Korelasi Pearson dilakukan dengan menggunakan Statistical Package for Social Science (SPSS) Versi 23.0. Penyelidikan ini juga melibatkan kajian semula keratan rentas kajian terdahulu tentang faktor-faktor yang mempengaruhi niat untuk meninggalkan pekerja di sektor lain. Stres kerja adalah hubungan positif yang signifikan antara niat untuk meninggalkan dan tekanan kerja dengan ($\beta = 0.837$) dan ($p = 0.000$). Kepuasan kerja adalah hubungan negatif yang signifikan antara niat untuk meninggalkan dan kepuasan kerja dengan ($\beta = - 0.008$) dan ($p = 0.942$). Komitmen organisasi adalah hubungan positif yang signifikan antara niat untuk meninggalkan dan komitmen organisasi dengan ($\beta = 0.012$) dan ($p = 0.925$). Ia menunjukkan bahawa ketiga-tiga pemboleh ubah bebas ini mempunyai pengaruh ke arah niat untuk pergi.

Kata kunci: Komitmen organisasi, tekanan kerja, kepuasan kerja dan niat untuk keluar.

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Figure 2.1: Research Framework

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LIST OF ABBREVIATIONS

JF: Job satisfaction

JS: Job Stress

OG: Organizational Commitment

TL: Intention to leave

QA: Quality Assurance

SPSS : Statistical Package for Social Science



CHAPTER 1

INTRODUCTION

1.0 Introduction

Intention to leave or turnover intention amongst employees is an issue in organizations because employee turnover may affect the productivity and profitability in organizations (Jha, 2014). Turnover led to employee shortages, which in turn could affect productivity and performance. Mosadeghrad (2013) explained that turnover can be voluntary (employees intend to leave the organization) or involuntary (employees redundancy).

Jha (2014) further explained that turnover normally could lead to an increase in human resource management costs. These costs included recruitment and selection costs, training for new staff, personnel process and induction. Similarly, Berry (2010) acceded on the notion that turnover could lead to higher costs to the organizations. He indicated such costs to include replacement expenses, costs for losing talents, and training costs for new employees.

Given the negative impacts of turnover, organizations should understand the factors that could affect turnover intention or intention to leave the organization. This research paper attempted to examine the relationships between organizational commitment, job satisfaction, and job stress with intention to leave among employees of AppFuxion Consulting Sdn Bhd.

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