# CAREER DEVELOPMENT, COMPENSATION, JOB SECURITY, WORKPLACE ENVIRONMENT AND EMPLOYEE LOYALTY AT SYARIKAT AIR DARUL AMAN (SADA)

## Prepared for: DR MUHAMMAD FAIZAL BIN SAMAT

### Prepared by:

# KHAIRUL ASRAF BIN GHAZALI BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM) FACULTY OF BUSINESS MANAGEMENT

DECEMBER 2019

#### ABSTRACT

The purpose of this study is to identify the most contribute factor to employee loyalty along with the relationship with each of the variables among employees at Syarikat Air Darul Aman (SADA). The evidence in this research are supported by previous article, journal and report from other researchers and expertise. In this research, Simple Random Sampling being used for sampling technique. Meanwhile, sample size for the organization are being presented with the calculation based on Krejcie and Morgan table. For statistic calculation, researcher use SPSS version 22.0. Researcher use mean and standard deviation to find the most contribute factor to employee loyalty and it also strengthen with Pearson Correlation relationship between Independent and Dependent variables. As for the result, all the findings prove that each Independent variable has a strong relationship with employee loyalty. However, career development has been classified as the most influenced factor to employee loyalty at Syarikat Air Darul Aman (SADA). To conclude, this study also helps the organization to improve their relationship among the employees. I hope that my recommendation is being considered whether for the organization or any future research.

#### ACKNOWLEDGEMENT

Alhamdulillah, praise to Allah swt. and Nabi Muhammad pbuh. First, I have successfully completed my Academic Project report (ASM 662) along with internship at Syarikat Air Darul Aman (SADA), Alor Setar, Kedah. Here, I want to convey an appreciation to literally everyone that involves and contribute during my research finding progression. Special thanks to Syarikat Air Darul Aman (SADA) for letting me be a part of their team.

I would like to address a special thanks to Puan Safariza binti Yaacob, Deputy Manager at Wilayah Utara 1 for every bit of knowledge sharing and guide during my internship period. Special thanks specifically to Dr. Muhammad Faizal bin Samat for all the knowledge, guides and advice in completing this report. Thanks also to all the parties involved whether it was directly or indirectly for their support, cooperation and suggestion.

Last but not least, thanks to my family who always giving full support in my decision during completing this project. Thank you to my group and classmates, for without them I am unable to continue this journey alone.

Khairul Asraf bin Ghazali December 2019, Faculty of Business Management, Universiti Teknologi MARA Cawangan Kelantan.

### TABLE OF CONTENTS

ABSTRACT	I
ACKNOWLEDGEMENT	II
TABLE OF CONTENTS	1
LIST OF TABLES	1
LIST OF FIGURES	1
CHAPTER 1	1
INTRODUCTION	1
1.1 BACKGROUND OF THE STUDY	1
1.2 BACKGROUND OF THE COMPANY	2
1.3 STATEMENT OF THE PROBLEM	3
1.4 RESEARCH OBJECTIVES	4
1.5 RESEARCH QUESTIONS	4
1.6 RESEARCH HYPOTHESES	5
1.7 SIGNIFICANCE OF THE STUDY	5
1.8 LIMITATIONS OF THE STUDY	6
1.9 DEFINITION OF TERMS	7
1.10 CHAPTER SUMMARY	9
CHAPTER 2	10
LITERATURE REVIEW	10
2.0 EMPLOYEE LOYALTY	10
2.1 CAREER DEVELOPMENT	12
2.2 COMPENSATION	14
2.3 JOB SECURITY	16
2.4 WORK ENVIRONMENT	17
2.5 CHAPTER SUMMARY	20

CHAPTER 3	21
METHODOLOGY	
3.0 INTRODUCTION	21
3.1 RESEARCH DESIGN 21	
3.2 SAMPLING FRAME	22
3.3 POPULATION	2
3.4 SAMPLING TECHNIQUE	. 22
3.5 SAMPLE SIZE	
3.6 UNIT OF ANALYSIS	26
3.7 DATA COLLECTION PROCEDURES	
3.8 INSTRUMENT	
3.9 VALIDITY AND RELIABILITY OF INSTRUMENT	)
3.10 PLAN FOR DATA ANALYSIS	
3.11 PILOT TEST	
3.11 PILOT TEST	
CHAPTER 4	34
RESEARCH FINDING34	
4.0 INTRODUCTION	34
4.1 SURVEY RETURN RATE	34
4.2 DATA CLEANING	
4.3 DEMOGRAPHIC PROFILE	35
4.4 RELIABILITY OF DATA	40
4.5 NORMALITY TEST	. 42
4.6 CORRELATION ANALYSIS	
4.7 DESCRIPTIVE ANALYSIS	
4.8 CHAPTER SUMMARY	. 46
CHAPTER 5	47
CONCLUSION AND RECOMMENDATION 47	
5.1 INTRODUCTION	47
5.2 CONCLUSION	
5.3 RECOMMENDATION	
REFERENCES52	
APPENDICES57	,