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**The Influences of Job Satisfaction towards High  
Turnover Intention among Quantity Surveyor in  
Consultant Firm**

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## **ABSTRACT**

The construction industry is known as an essential industry in the country and contributes to economic growth as it helps in increasing employment rate that ensure the development of the economy. The part of the employee is vital in the productivity of work. However, issue of turnover has raised quite a number of concerns in the construction industry as it affects the firms. The actual turnover comes from the turnover intention and usually relates to the job satisfaction of the employee. Therefore, this study aim is to explore the factors that contribute to job satisfaction and high turnover intention among quantity surveyors in consultant firms. The objectives of this study were discussed in terms of the influences of job satisfaction towards turnover, effect of turnover towards the firms and individual, and strategies by firms to reduce turnover. By adopting quantitative method, sets of questionnaires were distributed to Quantity surveyor in state of Selangor. The data were collected and evaluated by using Statistical Package for the Social Science (SPSS) software. Based on the data, salary or pays are the most influential in the topic job satisfaction towards high turnover intention and the effect towards the firms and individual are it creates a bad environment. Besides that, the strategies by firm to reduce turnover are effective leadership and providing suitable pay. Thus, this study identified job satisfaction and turnover intention relationship and giving further suggestions for prevention alternatives.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Background Of Study

The construction industry involves many types of workforces consisting of a design team, client, contractor, financial institution, and law institution. Quantity surveyor plays an essential key in ensuring the flow of the work when constructing to be better. They involved for the first stage until the completion of the project. However, the issue of turnover in this area is widely discussed. According to Aon Hewitt TMC (2015, as stated in Sheikh Ilmi 2019), Malaysia recorded the second-highest involuntary turnover rate at 6.0% and the third highest voluntary turnover rate at 9.5% in Southeast Asia. Turnover is defined as an employee leaves the organisation and be replaced by a new employee. The act of turnover comes from intention. There are reasons behind the turnover of the employee according to the type of the turnover. The type of turnover can be divided into three: voluntary, involuntary, avoidable, & unavoidable. There is a high correlation between turnover intention and employee's job satisfaction.

Meanwhile, Job satisfaction comes from the pleasure or positive emotion states about the job that contributes to the quality of product and improvement of each employee. There are a few factors that can be classified as employee's job satisfaction. Job satisfaction comes from the