

UNIVERSITI TEKNOLOGI MARA (UiTM)

JOB SATISFACTION AND TURNOVER INTENTION  
IN SUPPLY CHAIN DEPARTMENT OF CTRM

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## **Abstract**

This study has been conducted to investigate the element that contributed towards turnover intention for the Supply Chain department in CTRM. Total of 94 questionnaires were distributed to the Supply Chain department. From the total number of questionnaire, 76 samples was received represent 80.85% valid return. Result of studies showed that (1) salary and pay have significantly negative relationship that associated with turnover intention and (2) job related stress have positive relationship that associated with turnover intention. Meanwhile for (3) organization commitments have negatively associated to the turnover intention.(4) Communication among the employees in the Supply Chain department has no effect on job satisfaction and it contributes lower significant level towards turnover intention. To summarize there is two factors that is highly associated to the turnover intention which is salary and pay and job related stress and the rest have no direct effect on turnover intention. As a recommendations, few tools have been chosen such as IFE/EFE Matrix, TOWS and QSPM. The feasible strategy that can be pursued is introducing flexible working hours. This flexible working hours is contrast with traditional working hours or working arrangement that required employees to work standard hours which is 8.00 to 5.30pm. Second strategy is to provide alternative benefits instead of claiming the overtime. Since the basic salary offered by CTRM is low compared to others and a limitation on over time claim, management can introduce the alternative benefits such as extra leave if anyone of the staff works more than 8 hours on their rest day. The third strategy that can be pursued is to create a system of details database for all employees in business supply chain. By having this database, every

superior is able to know what are the competency level of their subordinates is. This information will to evaluate each staff either meet the department needs and can be promoted or they still need training in certain area to improve the gaps. This will create situation whereby every staff feel they are being appreciated when every effort to increase the productivity is being assessed and rewarded in return through as promotions or special increments

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