

**CAREER DEVELOPMENT, COMPENSATION, JOB SECURITY,
WORKPLACE ENVIRONMENT AND EMPLOYEE LOYALTY IN
UNIVERSITI PUTRA MALAYSIA (UPM)**

Prepared for:

DR. MUHAMMAD FAIZAL BIN SAMAT

Prepared by:

**MUHAMMAD AMEER SHAFIQ BIN AWANG @ ALI
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT**

DECEMBER 2019

ABSTRACT

The purpose of the study is to know whether there is a relationship between each variable and to find the most contributes that influence employee loyalty in Universiti Putra Malaysia (UPM). Therefore, some of the previous study from other researcher to support as the evidence for each variable that have been chosen. Convenience Sampling have been used for sampling technique whereby sample size needed were presented with calculation based on Krejcie and Morgan table. Researcher have conducted the study using the questionnaires and the questionnaire have been distributed to the employee who worked at Universiti Putra Malaysia (UPM). The researcher has used SPSS version 22.0 as the statistic calculation for this research findings. The findings have shown that each factor have positive relationship with employee while work environment is the most factor that contribute to employee loyalty. Furthermore, several recommendations have been proposed in the last part which can help the organization to overcome and improve the employee loyalty in the organization.

ACKNOWLEDGEMENT

Alhamdulillah, praise to ALLAH SWT, I have successfully completed my final year project as well ended my internship at Pejabat Pendaftar UPM. With His willingness I'm able to complete this training report. I would like to take advantage to express my special thanks to each people that contributed in giving a lot of guidance and assistance. First of all, the success of this report wouldn't happen without a good guidance from my supervisor. Special thanks for Dr Faizal Samat who helped me a lot this report. His guidance, advice, supports, understanding, comments and suggestions throughout the report works have contributed to the success of this report.

Sincere thanks to my UPM supervisor, Pn. Nadirah for her support and help throughout my internship at UPM. Not to forget, thanks to all the office staffs of Pejabat Pendaftar for the co-operation. Thank you for the opportunity that have given to me. I've learned a lot during my internship. For my teammates, special thanks for the co-operation, reminder, sharing and help in doing this report. I'm very proud of their commitment. Last but not least, my deepest acknowledgement goes to my parents, Mr. Awang @ Ali Omar and Mrs. Ruhaini Mohd Yusoff for the endless support, love and prayers. They always being there whenever I need. They never feel tired on supporting me and giving advice when I need.

Muhammad Ameer Shafiq bin Awang @ Ali

December, 2019

Faculty of Business Management

Universiti Teknologi MARA Kelantan

TABLE OF CONTENTS

ABSTRACT	I
ACKNOWLEDGEMENT	II
TABLE OF CONTENTS	III
LIST OF TABLES	V
LIST OF FIGURES	VI

CHAPTER 1

INTRODUCTION	1
1.1 BACKGROUND OF THE STUDY	1
1.2 BACKGROUND OF THE COMPANY	2
1.3 STATEMENT OF THE PROBLEM	4
1.4 RESEARCH OBJECTIVES	5
1.5 RESEARCH QUESTIONS	6
1.6 RESEARCH HYPOTHESES	6
1.7 SIGNIFICANCE OF THE STUDY	7
1.8 LIMITATIONS OF THE STUDY	8
1.9 DEFINITION OF TERMS	9
1.10 CHAPTER SUMMARY	10

CHAPTER 2

LITERATURE REVIEW	11
2.1 EMPLOYEE LOYALTY	11
2.2 CAREER DEVELOPMENT	13
2.3 COMPENSATION	15
2.4 JOB SECURITY	17
2.5 WORK ENVIRONMENT	19
2.6 CONCEPTUAL FRAMEWORK	21
2.7 CHAPTER SUMMARY	22

CHAPTER 3

METHODOLOGY	23
3.0 INTRODUCTION	23
3.1 RESEARCH DESIGN	23
3.2 SAMPLING FRAME	24
3.3 POPULATION	24
3.4 SAMPLING TECHNIQUE	25
3.5 SAMPLE SIZE	28
3.6 UNIT OF ANALYSIS	28
3.7 INSTRUMENT	29
3.8 DATA COLLECTION PROCEDURE	31
3.9 VALIDITY OF INSTRUMENT	31
3.10 PILOT TEST	32
3.11 PLAN FOR DATA ANALYSIS	33
3.12 CHAPTER SUMMARY	35

CHAPTER 4

RESEARCH FINDING	36
4.1 INTRODUCTION	36
4.2 SURVEY RETURN RATE	36
4.3 DATA CLEANING	37
4.4 DEMOGRAPHIC PROFILE	38
4.5 RELIABILITY OF DATA	40
4.6 NORMALITY TEST	41
4.7 CORRELATION ANALYSIS	42
4.8 DESCRIPTIVE ANALYSIS.....	44
4.9 CHAPTER SUMMARY	46

CHAPTER 5

CONCLUSION AND RECOMMENDATION	47
5.1 INTRODUCTION	47
5.2 CONCLUSION.....	47
5.3 RECOMMENDATION	48
REFERENCES53
APPENDICES59