



UNIVERSITI TEKNOLOGI MARA (UiTM)
Kota Samarahan Campus

APPLIED BUSINESS RESEARCH (ABR 796)

**JOB SATISFACTION, JOB STRESS, ORGANIZATIONAL
COMMITMENT AND INTENTION TO LEAVE AMONG THE
EMPLOYEES OF SARAWAK ENERGY BERHAD (SEB)**

SUPERVISOR:

PROF. DR. FAUZIAH NOORDIN

PREPARED BY:

MOHAMAD ISKANDA BIN MOHAMAD MUAR (2011855628)

ZUNNASRI BIN SALIHIN (2011602626)

BETTY AK FELIX BUJEK (2011863812)

EXECUTIVE MASTER OF BUSINESS ADMINISTRATION (EMBA)
JULY 2013

LETTER OF TRANSMITTAL

Executive Master of Business Administration
Faculty of Business Management
Universiti Teknologi Mara Cawangan Kota Samarahan
Sarawak

10th July 2013

Professor Dr. Fauziah Noordin
Advisor
Applied Business Research
Executive Master of Business Administration

APPLIED BUSINESS RESEARCH

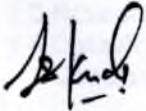
With great pleasure, we would like to submit our research entitled 'Job Satisfaction, Job Stress, Organizational and Intention to Leave among Employees of Sarawak Energy Bhd (SEB)'.

With this submission, we fulfill the requirement for the completion of Executive Master of Business Administration (EMBA) program.

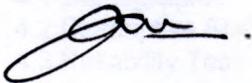
We would like to take this opportunity to express our sincere gratitude and appreciation for your guidance and constructive comments rendered to us throughout the preparation on this paper.

Thank You

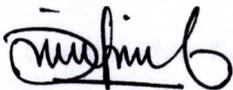
Yours Truly,



Mohamad Iskanda Bin Mohamad Muar
(2011855628)



Zunnasri Bin Haji Salihin
(2011602626)



Betty anak Felix Bujek
(2011863812)

CONTENT

Acknowledgement	1
Abstract	2
1. Chapter One: Introduction	3
1.1 Organization Background	4
1.2 Background of the Study	5
1.3 Problem Statements	6
1.4 Objectives	7
1.5 Significant of Study	8
1.6 Scope of Study	9
1.7 Definition of Terms	9
Conclusion	11
2. Chapter Two: Review of Literature and Research Framework	12
2.1 Intention to Leave	12
2.2 Job Satisfaction	14
2.3 Job Stress	16
2.4 Organizational Commitment	18
2.5 The Relationships Between Job Satisfaction, Job Stress, Organizational Commitment and Intention to Leave	19
2.6 Research Framework	20
2.7 Research Questions	21
Conclusion	21
3. Chapter Three: Research Methodology	23
3.1 Research Design	23
3.2 Population and Sample Size	23
3.3 Research Instruments	24
3.4 Data Analysis	25
Conclusion	26
4. Chapter Four: Empirical Research Results	28
4.1 Demographic Profile	28
4.2 Descriptive Statistics	31
4.3 Reliability Test	37
4.4 Correlations	38
4.5 Independent Group T-Test	40
4.6 One Way ANOVA with Post Hoc Comparison	41
5. Chapter Five: Conclusion and Discussion	49
5.1 Level of Intention To Leave, Job Satisfaction, Job Stress and Organizational Commitment	49
5.2 Relationship between Job Satisfaction, Job Stress, Organizational	

ABSTRACT

Purpose: The purpose of this study is to assess the level of job satisfaction, job stress, organizational commitment and intention to leave among employees of Sarawak Energy Bhd (SEB). The components of organizational commitment include affective commitment, continuance commitment and normative commitment. Sample populations are the staffs of SEB consist of executive and non-executive employees from various ages, working tenure and level of education.

Design / Methodology / Approach: The study employ established questionnaires to collect data such as Minnesota Satisfaction Questionnaire (Weiss, Darwis, England & Lofquist: 1967), Organization Commitment Questionnaires (Allen and Meyer: 1990) and Workplace scale developed by Tate, Whatley and Clugston (1997). It is divided into four parts: job satisfaction, job stress, organizational commitment and intention to leave. An organizational commitment questionnaire was used to measure affective commitment, continuance commitment and normative commitment.

Findings: In general, the findings found that the employees of SEB have a moderate level of job satisfaction, organizational commitment and intention to leave. For job stress, the study indicates that it is at low to moderate level. However, the management should concern to this results as it giving a signal on what would happen at SEB in future undertaking.

Originality / Value: This research is very important as it conceals areas that need improvement and attention by the management. The results of this study are beneficial to better understand the influence of job satisfaction, job stress, organizational commitment and job stress from the organization.

It is suggested that the organization carried out study that focusing on how good their take care of employees and conducting yearly organizational climate survey.

Keywords: Job satisfaction, job stress, organizational commitment, Intention to leave and SEB.

Paper Type: Research paper

1. CHAPTER ONE: INTRODUCTION

The state of Sarawak has an ambitious plan of adding over 7,000 ¹megawatts of generating energy capacity by the year 2020 to support the 'energy-hungry' industries shortlisted by Sarawak Corridor of Renewable Energy (SCORE). This will be an increase of more than 600 percent to the current energy production in the state. To support this ambitious target, in July 2008, Sarawak government had announced the construction of 12 hydroelectric dams. With solid financial credentials, Sarawak Energy Bhd (SEB) looks set to fulfill the state's ambition.

With the strength of 3000 employees throughout the state of Sarawak, SEB is now being transformed into a major energy and utility player in Sarawak as well as in the region via the consolidation of the State power generation, transmission, the power and energy provider, spearheading the thrust as the State's flagship energy and utility group, hence complementing the rapid development growth of Sarawak.

With such ambitious plan, this requires augmentation of capability and capacity across the value chain including manufacturing, construction, fuel and material supplies, project planning and implementation, financial management, operations and maintenance.

While investments are being made and a large number of projects are being launched to address the various challenges, availability of skilled manpower is becoming a major constraint. The lack of this skilled manpower to execute the planned projects, operate and maintain them is already being felt. This shortage of skilled staff with the required skills at the management level and technical expertise to support the increasing growth of SEB's project may affect SEB's performance and future potential growth.

Organizations want to retain their employees in order to benefit from their talent and skills. While working in an organization, employees come across some 'problems' both inside and outside the organization. This research will assess the level of intention to leave, job stress, job satisfactions and organization commitment among SEB employees in Sarawak as perceived by them. Through the assessments made from various perspectives mentioned, recommendation will be made to the organization.

¹ SEB annual report 2010, pg. 31