

**UNIVERSITI TEKNOLOGI MARA**

**ROLE OVERLOAD, JOB SATISFACTION AND  
INTENTION TO LEAVE: A CASE OF RHB BANK  
SARAWAK**

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for the degree of  
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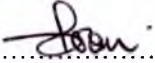
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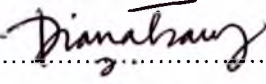
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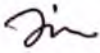
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## ABSTRACT

Bank Negara has come with the update of rules and regulations in banking operation due to advance in technology in banking sectors. These updated rules and regulations in banking need to be implementing and comply with commercial bank like RHB Bank Berhad. With these new rules and regulations imposed it will occur some problems in banking situation like role overload which it give an impact on job satisfaction and related to intention to leave because of work load.

In this research study, we have focused on variables like independent variables and dependent variables. Independent variables consist of role overload while dependent variables present by job satisfaction and intention to leave. The objective of our research was to access the level of the component of job overload and job satisfaction in bank employees and to determine to what extent, the variable of role overload and job satisfaction and intention to leave the organization in future. Our questionnaires and findings will best on the two variables in our study. From the result of our research, we have come with our recommendation to the organization for their future reference.

**KEYWORDS:** *Job Satisfaction, Role Overload, Intention to Leave*

## LIST OF TABLES

| <b>Table</b> | <b>Title</b>   | <b>Page</b> |
|--------------|--|-------------|
| Table 4.1    | Pilot's Reliability Statistics   | 37          |
| Table 4.2    | Response Rate  | 37          |
| Table 4.3    | Respondent's Demographic Profile for<br>RHB Bank Berhad                                    | 38          |
| Table 4.4    | Reliability Statistics   | 41          |
| Table 4.5    | Descriptive Statistic Study's Variables  | 42          |
| Table 4.6    | Individual Items Descriptive Statistic For Role Overload                                   | 43          |
| Table 4.7    | Individual Items Descriptive Statistic For Job Satisfaction<br>(Work Schedule)             | 44          |
| Table 4.8    | Individual Items Descriptive Statistic For Job Satisfaction<br>(Family and Work Balance)   | 45          |
| Table 4.9    | Individual Items Descriptive Statistic For Job Satisfaction<br>(Co worker)                 | 45          |
| Table 4.10   | Individual Items Descriptive Statistic For Intention<br>to Leave                           | 46          |
| Table 4.11   | Correlation of Components of Role Overload and Job<br>Satisfaction with Intention to Leave | 48          |

# CHAPTER 1

## INTRODUCTION

### 1.0 INTRODUCTION

This study examines the role overload, job satisfaction and intention to leave among the bank employees in the banking organization of RHB Bank Berhad Kuching. Due to the advance technology in banking sector, Bank Negara has to come out with updates of new rules and regulations in banking operation. This situation will lead to employee workload and responsibility where it will affect the job satisfaction and intention to leave. Role overload at workplace involves physiological and psychological stress (Colligan & Higgins, 2005; Katz & Kahn, 1978), which might lead to negative physical and mental health issues (Jones, E., Chonko, Rangarajan, & Roberts, 2007). These problems seem to be growing and contributed to dissatisfaction amongst the employees in the banking sector. As a top management level, they should consider about the problem raised by the branch level employees and further action must be taken to solve the problem in the lower level management.

The numerous researchers that have worked on these issues over the years have come up with varied conclusions, likely due to the usage of different definitions of role overload, job satisfaction, and reasons to leave the organization. The results of the research conducted in the past have shown that gender, age, salary, and stress as well as numerous other variables have been shown to have an effect on both job satisfaction, and ultimately on intention to