

**THE RELATIONSHIP BETWEEN JOB SATISFACTION AND
TURNOVER INTENTION AMONG SUPPORT STAFF IN BANKING
INSTITUTION IN TEMERLOH, PAHANG**

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ABSTRACT

This correlation research is to study the relationship between job satisfaction and turnover intention among support staff of banking institution in *Temerloh, Pahang*. The scope of this study were the support staff who were working in 6 banks in *Temerloh, Pahang*, which include the Maybank, CIMB, AmBank, Bank Islam, Agrobank, and Bank Rakyat. In this study, the researchers used disproportionate stratified random sampling technique. The instruments used were adopted from Minnesota Satisfaction Questionnaire (1970). There were 103 questionnaires being distributed to the respondents and the return rate was 100%. The researchers used a Statistical Packages for the Social Sciences version 18 (PASW Statistics 18) to key in and analyze the data. The major finding in this study indicated that there were no significant relationship between job satisfaction and turnover intention ($r = -0.024$). However, the element of working condition indicated a significant negative relationship with turnover intention ($r = -0.201, p = < 0.05$). The majority of respondents were satisfied on their job satisfaction. The rate of turnover intention was 28.2%. This study also highlighted several recommendations to further improve on the level of satisfaction among support staff in banking institution at *Temerloh, Pahang*. Among the recommendation put forward was, top management in banking institution in *Temerloh, Pahang* should revise the reward system, training program and increase the quality of work for their employees. Apart from that, the top management should also understand the power of commitment among employees and emphasize a better two-way communication among the employees. The top management of banking institution in *Temerloh, Pahang* may use these findings in increasing the job satisfaction of support staff in their organization.

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