



**RELATIONSHIP BETWEEN JOB SATISFACTION AND TURNOVER
INTENTION AMONG EMPLOYEES AT JABATAN AGAMA ISLAM
MELAKA (JAIM)**

**HASLINDA BINTI TAN
2015225958**

**BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

JULY 2018

ACKNOWLEDGEMENT

Alhamdulillah, first and foremost, I would like to express a bunch of gratitude to Allah the Most Merciful and Benevolent for the bless of health and strength that make us capable to complete this research study. With the bless, I would be able to endure all the obstacles and challenges that surpass us upon completing this research.

It is my pleasure to thanks our advisor, Dr. Ahmad Azman bin Mohd Anuar for he compassionate guidance, encouragement and support that has guide me throughout the research study. Moreover, we are grateful that he would like to spend his time for the consultation session with me despite his other commitment that he had to attend. Apart from that, I'm also would like to express my thanks to Puan Suraya Hamimi Mastor as my second examiner for encouraging comments in preparing this study. With it, the research study had been smooth as I'm able to understand deeply on the topic and a proper way to complete the research.

I also would like to convey my deepest appreciation to the supervisor in charge in Jabatan Agama Islam Melaka (JAIM), Mr Mohd Rizal bin Ismail for permission and generosity by being very resourceful to us in giving as much information as he can to help me in conducting this study.

Besides that, I would like to express our special thanks to the fellow respondents for the cooperation and openness to share their personal information and thought on the job satisfaction. The understandable of them towards our need in completing this study is much appreciated.

I sincerely appreciate the encouragement and support that is given by our parent and their compassionate in providing me all of the material in completing this research. To our friends, I would like to give the warmest thanks for being the best of friend in sharing their knowledge and support throughout the research study.

Lastly, I would like to extend my utmost appreciation to all the people who directly and indirectly contribute to my success upon completing this research. All of the contribution being given is much appreciated.

ABSTRACT

The purpose of this study is to investigate the relationship between job satisfaction and turnover intention at Jabatan Agama Islam Melaka (JAIM) . The research question of is there are relationship between job satisfaction and turnover intention at JAIM. There are three research objectives had been set in this study. First, is to investigate the relationship between job satisfaction and pay. Second, is to investigate the relationship between work and turnover intention. Third, is to investigate the relationship between supervision and turnover intention. In order to complete this study, the data is obtained from primary data through the distribution of questionnaires. A total of 127 questionnaires are distributed among employees in JAIM, and only 83 of questionnaires are fully complete answered. Then, all the collected data are analysed by using Statistical Package for Social Science (SPSS) version 20. From the correlation testing, the result show that only one of the three variables that are significant which is work. The pay and supervision variables shows that this two variables have no significant relationship between job satisfaction and turnover intention at this organization. All the independent variables which is pay, work and supervision have a positive relationship with turnover intention. Hence, all of the hypotheses testing are not accepted. The result also revealed that variable of work that are significant relationship between job satisfaction and turnover intention. In conclusions, it shows that employees in JAIM who receives a better work condition from their organization at the workplace will increase their job satisfaction and lower the turnover intention level in that organization.

TABLE OF CONTENT

TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT	v-vii
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF ABBREVIATIONS	x
ABSTRACT	xi
CHAPTER 1: INTRODUCTION	
1.0. Introduction	1
1.1. Background of study	1
1.2. Background of company	2
1.3. Problem statement	3
1.4. Research questions	4
1.5. Research objectives	4
1.6. Significant of the study	5
1.6.1. Employers	
1.6.2. Future research	
1.8 Limitation of study	6-7
1.8. Definition of terms	
1.8.1. Turnover Intention	8
1.8.2. Job satisfaction factor	8
1.8.3. Pay	8

1.8.4. Work	8
1.8.5. Supervision	8

CHAPTER 2: LITERATURE REVIEW

2.0. Introduction	9
2.1. Theoretical framework	9
2.2. Turnover Intention	10-11
2.3. Job satisfaction factor	12
2.4 Pay	13
2.5 Work	14
2.6 Supervision	15
2.7 Hypothesis statement	16
2.8 Conclusion	16

CHAPTER 3: RESEARCH METHODOLOGY

3.0. Introduction	17
3.1. Research Design	17-18
3.2. Population	19
3.3. Sample	
3.3.1. Sampling Size	19
3.3.2. Sampling technique	19-20
3.4. Instrumentation	
3.4.1. Questionnaire Design	21-25
3.5. Data Collection	26
3.6. Data Analysis	26
3.7. Conclusion	26