



**UNIVERSITI PUTRA MALAYSIA**

**ANTECEDENTS OF INTENTION TO STAY AND THE MEDIATING  
EFFECTS OF WORK-FAMILY FACILITATION AND FAMILY  
SATISFACTION AMONG SINGLE MOTHER EMPLOYEES IN  
MALAYSIA**

**NORAANI MUSTAPHA**

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**By**

**NORAANI MUSTAPHA**

**Thesis Submitted to the School of Graduate Studies, Universiti Putra Malaysia,  
in Fulfilment of the Requirement for the Degree of Doctor of Philosophy**

**March 2010**



## DEDICATION

I dedicate this dissertation to my children; Anies Farhana, Anies Syahirah,  
Anies Liyana and Muhammad Anas Hafizuddin,  
the love of my life



Abstract of thesis presented to the Senate of Universiti Putra Malaysia  
in fulfilment of the requirement for the degree of Doctor of Philosophy

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**Chairperson : Professor Dr. Aminah Ahmad**

**Faculty : Educational Studies**

Employee turnover has been a major concern among researchers in human resource development (HRD) area since it has negative impact on organization. This study was conducted to test the mediating effects of work-family facilitation and family satisfaction on the relationships between dispositional, organizational and job characteristics, and intention to stay among single mother employees. Specifically this study aimed to determine the levels of dispositional, organizational and job characteristics of 240 working single mothers in Malaysia. Besides, this study was meant to test the relationships among variables as well as the mediation effects of work-family facilitation and family satisfaction on the relationships between dispositional, organizational and job characteristics, and intention to stay. Data were collected using self-administered research questionnaire. Samples were selected through simple random sampling method whereby six out of 24 single mother associations were selected as research samples. Descriptive statistical analysis was



conducted to describe the respondents. Pearson Product Moment Correlation was used to determine the relationships among variables. Structural Equation Modeling using AMOS version 16.0 was utilized for model testing and to check the presence of mediation effects in the relationships between independent and dependent variables. The Sobel's z-test was used to test whether the mediators carry the effect of the independent variables on the dependent variables. The findings indicated that single mothers have moderate levels of dispositional, organizational and job characteristics in their lives, so as their levels of work-family facilitation, family satisfaction and intention to stay. There were positive significant relationships among variables except for supervisory support and job autonomy. The results also established the presence of mediation effects between the independent and dependent variables except for supervisory support and job autonomy. Organizations may utilize work-family facilitation and family satisfaction as mechanisms to promote longer retention among employees.



Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia sebagai memenuhi keperluan untuk Ijazah Doktor Falsafah

**FAKTOR YANG MENDORONG HASRAT KEKAL BEKERJA DAN KESAN  
MEDIASI FAKTOR FASILITASI KERJA-KELUARGA DAN KEPUASAN  
KELUARGA DALAM KALANGAN PEKERJA  
IBU TUNGGAL DI MALAYSIA**

Oleh

**NORAANI MUSTAPHA**

**Mac 2010**

**Pengerusi : Professor Dr. Aminah Ahmad**

**Fakulti : Pengajian Pendidikan**

Fenomena pusing-ganti kerja telah menjadi kebimbangan para penyelidik dalam bidang pembangunan sumber manusia (HRD) kerana ia mendatangkan impak negatif terhadap organisasi. Kajian ini dijalankan untuk menguji kesan mediasi fasilitasi kerja-keluarga dan kepuasan keluarga ke atas hubungan antara ciri sendiri, organisasi dan pekerjaan, dan hasrat untuk kekal bekerja dalam kalangan ibu tunggal. Secara khususnya kajian ini bertujuan untuk menentukan tahap ciri sendiri, organisasi dan pekerjaan ke atas 240 orang pekerja ibu tunggal di Malaysia. Di samping itu kajian ini juga bertujuan untuk menguji hubungan antara pembolehubah-pembolehubah dan juga pengaruh kesan mediasi faktor fasilitasi kerja-keluarga dan kepuasan keluarga ke atas hubungan antara ciri sendiri, organisasi dan pekerjaan dengan hasrat untuk kekal bekerja. Data dikumpulkan dengan menggunakan soalselidik. Sampel kajian dipilih melalui persampelan rawak mudah di mana enam daripada 24 persatuan ibu tunggal dipilih sebagai sampel. Analisis statistik deskriptif dijalankan



untuk menerangkan responden kajian. Analisis korelasi *Pearson Product Moment* digunakan untuk mengenal pasti hubungan antara pembolehubah-pembolehubah. *Structural Equation Modeling* menggunakan *AMOS* versi 16.0 juga digunakan bagi ujian padanan model (*model fit testing*) dan menentukan kewujudan kesan mediasi dalam hubungan antara pembolehubah-pembolehubah tidak bersandar dengan pembolehubah bersandar. Ujian *z-Sobel* (*Sobel's z-test*) dilakukan untuk mengesahkan sama ada faktor mediator berfungsi membawa kesan mediasi pembolehubah-pembolehubah tidak bersandar ke atas pembolehubah bersandar. Kajian mendapati bahawa para pekerja ibu tunggal mempunyai tahap ciri sendiri, organisasi dan pekerjaan yang sederhana, begitu juga tahap fasilitasi kerja-keluarga, tahap kepuasan keluarga dan hasrat untuk kekal bekerja. Terdapat hubungan positif yang signifikan antara pembolehubah-pembolehubah kecuali antara faktor sokongan penyelia dan autonomi kerja. Keputusan kajian juga mengesahkan kewujudan pengaruh kesan mediasi faktor fasilitasi kerja-keluarga dan kepuasan keluarga ke atas hubungan antara pembolehubah-pembolehubah tidak bersandar dengan pembolehubah bersandar kecuali faktor sokongan penyelia dan autonomi kerja. Organisasi boleh menjadikan fasilitasi kerja-keluarga dan kepuasan keluarga sebagai mekanisme untuk mengekalkan para pekerja.

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I certify that a Thesis Examination Committee has met on **19<sup>th</sup> March 2010** to conduct the final examination of **Noraani Mustapha** on her thesis entitled “**Antecedents of Intention to Stay and the Mediating Effects of Work-Family Facilitation and Family Satisfaction among Single Mother Employees in Malaysia**” in accordance with the Universities and University College Act 1971 and the Constitution of the Universiti Putra Malaysia [P.U.(A) 106] 15 March 1998. The Committee recommends that the student be awarded the degree of Doctor of Philosophy.

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## **DECLARATION**

I declare that the thesis is my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously, and is not concurrently, submitted for any other degree at Universiti Putra Malaysia or at any other institution.

---

**NORAANI MUSTAPHA**

Date: 19 March 2010



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