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

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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

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DEDICATION

I dedicate this dissertation to my children; Anies Farhana, Anies Syahirah,
Anies Liyana and Muhammad Anas Hafizuddin,
the love of my life
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March 2010

Chairperson: Professor Dr. Aminah Ahmad
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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 Soble’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

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I certify that a Thesis Examination Committee has met on 19th 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.

____________________________
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Date: 19 March 2010
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