

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

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

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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 **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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LIST OF ABBREVIATIONS

AGFI	Adjusted good-of-fit index
AMOS	Analysis of Moment Structures
CFA	Confirmatory Factor Analysis
CFI	Comparative Fit Index
CL	Comparison Level
COR	Conservation of Resources
CRT	Conservation of Resources Theory
DF	Degree of Freedom
DV	Dependent Variable
EDA	Exploratory Data Analysis
EFA	Exploratory Factor Analysis
ES	Effect Size
EST	Ecological Systems Theory
FWE	Family-Work Enhancement
FWC	Family-Work Conflict
FWF	Family-Work Facilitation
GFI	Goodness-of-Fit Index
HRD	Human Resource Development
HSC	Higher School Certificate
IFI	Incremental Fit Index
ITS	Intention To Stay
IV	Independent Variable
KMO	Kaiser-Meyer-Olkin

LCE	Lower Certificate of Education
LOT	Life Orientation Test
M	Mean
MCE	Malaysian Certificate of Education
MLE	Maximum Likelihood Estimated
N	Number of Population
NFI	Normed Fit Index
OECD	Organization for Economic Cooperation and Development
PC	Path Coefficients
PMR	Penilaian Menengah Rendah
POS	Positive Organizational Scholarship
PWB	Psychological Wellbeing
RFI	Relative Fit Index
RGD	Resource-Gain-Development
RMR	Root Mean square Residual
RMSEA	Root Mean Square Error of Approximation
SD	Standard Deviation
SE	Self-efficacy
SEM	Structural Equation Modeling
SET	Social Exchange Theory
SPM	Sijil Pelajaran Malaysia
SPSS	Statistical Package of Social Science
SRP	Sijil Rendah Pelajaran
STP	Sijil Tinggi Pelajaran
STPM	Sijil Tinggi Pelajaran Malaysia

TLI	Tucker-Lewis coefficient
UK	United Kingdom
UPM	Universiti Putra Malaysia
VIF	Variance Inflation Factor
WFC	Work-Family Conflict
WFE	Work-Family Enhancement
WFF	Work-Family Facilitation