

ABSTRACT

As a result of high economic growth in Malaysia, tremendous work and business opportunities abound for engineers in consulting firms. These opportunities, in turn, lead to the problem of a high turnover of engineers in these firms. The present study considers the factors behind this phenomenon. It studies the level of job satisfaction of consulting engineers and examines the factors affecting it, reveals the engineers' tendencies to resign and their work attitudes, as well as establishes the relationships between engineers' characteristics, job satisfaction, job factors and job behaviour. It also analyses the order of importance of the job factors in relation to their contribution to job satisfaction. The study involved 177 engineers from consulting firms located in the Klang Valley. Data were collected through the use of a questionnaire and analysed by means of the Statistical Package for the Social Sciences (SPSS+) computer package.

The results showed that, on the whole, the job satisfaction of engineers was at a moderately satisfactory level, which nevertheless could be improved upon. However, a more detailed study of their satisfaction with individual job factors found that they were dissatisfied with economic rewards, organisational climate, off-the-job rewards and the superior-subordinate relationship. Only slight satisfaction was found with two factors: the relationship with the job and the relationship with peers. The urge to resign among the engineers surveyed was found to be high: 56% would resign when the opportunity arises. Excluding the directors or partners among the respondents,

only 39% hardly or never thought of resigning. This outcome confirmed the seriousness of the problem of a high turnover of engineers in consulting firms. Recommendations and suggestions were then given on possible ways to overcome this problem by improving the job satisfaction of consulting engineers.