The Influencing Factors of High Driver Turnover in Johor Bahru Trucking Industry

Z. Mazlan, S. Kashveen

Abstract: In this modern era, truck driver turnover still remains a challenging issue in the trucking business of Malaysia for a very long time now. Not only does it result in an increase in cost and service disturbances, it also has a severe impact on the sustainability of trucking firms in the market. In an effort to control high driver turnover, trucking firms have tried to execute different driver recruitment and retention procedures that include salary increases, rewards and easy-going schedules. With reference to this challenging scenario in Malaysia, this paper seeks to investigate the influencing factors that lead to truck driver shortage in the field of haulage. Besides that, this paper investigates on the factors that can encourage truck drivers in remaining with their job. In order for the paper to reach its objectives, survey questionnaires were distributed to truck drivers throughout the district of Johor Bahru to attain relevant data. The researcher expects that there are many more reasons as to why truck drivers decide to quite their job and more effective strategies should be studied and implemented in order to retain these worthy and qualified drivers from leaving the company. Retaining qualified as well as well-disciplined truck drivers is basically the ultimate goal of all haulage firms as this would save a lot of incurred expenses especially when recruiting new drivers.

Keywords: Turnover, Trucking firms.

I. INTRODUCTION

The trucking business is a vital part of the Malaysian economy. Literally all industries out there depend on trucking for the transportation of materials to produce end products and take the items to market areas. Take a look your home or office. Likelihoods are that every item from the furniture to the garments you're wearing and to the meals you eat have been seen transported within a truck. Most of the daily activities are being facilitated by the diligent work being put in by truck drivers in helping organizations convey products and helping individuals get the things they require. Well-trained truck drivers are vital for the trucking business to run efficiently and effectively. According to Association of Malaysian Hauliers (2018), there are 130 haulage companies in Malaysia that are registered under this association, and the numbers are still increasing. Due to an increased number of haulage firms in the market, the demand for labour in the transportation industry increases resulting in a rise in the demand of qualified drivers. As an illustration, there are many factors that contribute to the shortage of truck drivers and they are further categorized into three main sections namely journey planning, personal factors as well as health and safety elements. Journey planning concerns trip planning procedure by HR and Operations Department that makes truck drivers have the intention to quit their job. Personal factors are determinants that exist within the perspective of the driver itself whereas health and safety elements are more inclined towards the trucker’s physical and mental well-being that result in high driver turnover. This paper will focus its investigation on those 3 main variables that lead to driver shortage as mentioned earlier.

II. OVERVIEW OF THE VARIABLES

![Fig. 1 Theoretical Framework](image_url)
The Influencing Factors of High Driver Turnover in Johor Bahru Trucking Industry

III. RESEARCH METHODOLOGY

The primary aim of this research paper is basically to study the factors that influence a high rate of truck driver turnover in the trucking industry. The research will target truck drivers. Besides that, the researcher intends to study the factors that influence truck driver shortage and factors that can encourage drivers to remain with their job. The approach that will be utilized to gather data in this chapter is the quantitative approach.

The research instrument used in the methodology includes questionnaire (primary data), as questionnaires were distributed to truck drivers for the purpose of collecting data. Articles, journals and books will be used as a source of secondary data for this research.

IV. RESULT AND DISCUSSION

The primary data (survey) showed that the findings attained from respondents were in line with the objectives of the paper. The most critical factors that lead to high truck driver turnover rate are receiving unattractive salary, low job satisfaction level, strain and fatigue, long working hours, risk of injury and/or death as well as frustrating working environment and condition.

V. CONCLUSION

Based on the findings, three recommendations have been put forward to deal with high truck driver turnover rate. The first is strict compliance to the Hours of Service for truck drivers and second is decent welfare provided by the management followed by the third which is appropriate salary rates for truck drivers.

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REFERENCES


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PUBLICATIONS
Publication that is published or presented

RESEARCH ACTIVITIES
1. Kajian Perniagaan Di Pengerang, Kota Tinggi, Johor (UPEN)

PROJECTS MANAGED AND HANDLED DURING IN LOGISTICS INDUSTRY

<table>
<thead>
<tr>
<th>Year</th>
<th>Project Name</th>
<th>Client</th>
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<tr>
<td>1984-1995</td>
<td>batalion movement for mindef</td>
<td>kementerian pertahanan malayisa (mindef)</td>
</tr>
<tr>
<td>1985-1998</td>
<td>batalion movement for ramd/renjer/armor diraja</td>
<td>kementerian pertahanan malayisa (mindef)</td>
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<td>1988-1989</td>
<td>1. pasir gudang container terminal (pgct), 2.johor container terminal(jct) (importing machinery, &amp; port equipments)</td>
<td>1. lembaga pel abuhan johor (johor port authority)</td>
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<td>1987-1990</td>
<td>dongnama ,kline &amp; wan hai shipping (owner agent)</td>
<td>dongnama co. ltd, korea. kline, wan hai</td>
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<td>1989-2004</td>
<td>1.polypropylene plants, 2.polyethylene plants, 3.ethylene crackers plants, 4.aromatics plants, 5.hdpe plants, 6.ldpe plants, 7.tpp line 2 &amp; etc</td>
<td>titan chemical (m) (pab group)</td>
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<td>1990-2006</td>
<td>1.oil &amp; gas (materials, structures, oil drilling equipments &amp; etc.)</td>
<td>1. esso, 2. shell, 3. petronas carigali, 4. Murphy oil, 5. sapura ac ergy, 6. sime sem/mse/sde</td>
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<td>1999-2000</td>
<td>1. ptp project</td>
<td>1. Pelabahan tg. pelepas</td>
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<td>2000</td>
<td>1.tldm (rocket motor)</td>
<td>1. mindef</td>
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<td>2006-2009</td>
<td>1. vasai, 2. berlumut, 3. kumang, 4. kukop, 5. cpc legged jacket, 6. mcra base structure, 7. b11 sub structure, 8. b11 top structure</td>
<td>1.ramunia fabricators</td>
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<td>2008-2009</td>
<td>1. gumusut kakap, 2. tangga barat, 3. pc 4, 4. ruby external turret, 5. fso orkid, 6. fso ruby princess, 7. seadrill t12</td>
<td>1.mmhe/misc/petronas</td>
</tr>
</tbody>
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