



**A STUDY ON IMPACT OF AFFECTIVE COMMITMENT, CONTINUANCE
COMMITMENT AND NORMATIVE COMMITMENT ON INTENTION TO QUIT
AMONG EMPLOYEES AT MAHKOTA HOTEL MELAKA**

FATIN DIYANA BINTI SURIATUDDIN

2013470168

NURFATIN BINTI ROSLI

2013300247

**BACHELOR OF BUSINESS ADMINISTRATION WITH (HONORS)
HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MELAKA CITY CAMPUS**

JUNE 2016

**A STUDY ON IMPACT OF AFFECTIVE COMMITMENT,
CONTINUANCE COMMITMENT AND NORMATIVE COMMITMENT
ON INTENTION TO QUIT AMONG EMPLOYEES AT
MAHKOTA HOTEL MELAKA**

FATIN DIYANA BINTI SURIATUDDIN

2013470168

NURFATIN BINTI ROSLI

2013300247

**Submitted in Partial Fulfilment of the Requirement for the
Bachelor of Administration with Honors
(Human Resource Management)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA**

JUNE 2016

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN RESOURCE MANAGEMENT)

FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA

“DECLARATION OF ORIGINAL WORK”

We, Fatin Diyana Binti Suriatuddin (I/C Number: 900514-14-5746)
and Nurfatim Binti Rosli (I/C Number: 920923-06-5606)

Hereby declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature	: _____	Signature	: _____
Name	: FATIN DIYANA SURIATUDDIN	Name	: NURFATIN ROSLI
Date	: June 2016	Date	: June 2016

LETTER OF SUBMISSION

JUNE, 2016

Program Coordinator
Bachelor of Business Administration (Hons.)
Human Resource Management
Faculty of Business Management
Universiti Teknologi Mara
Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah
75300 Melaka.

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 672)

Enclosed here is the project paper entitled **“IMPACT ON AFFECTIVE COMMITMENT, CONTINUANCE COMMITMENT AND NORMATIVE COMMITMENT ON INTENTION TO QUIT AMONG EMPLOYEES AT MAHKOTA HOTEL MELAKA”** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara, Kampus Bandaraya Melaka.

Thank you.

Yours sincerely,

FATIN DIYANA BINTI SURIATUDDIN
2013470168
Bachelor of Business Administration (Hons.)
Human Resource Management (BM243)

NURFATIN BINTI ROSLI
2013300247
Bachelor of Business Administration (Hons.)
Human Resource Management (BM243)

ABSTRACT

In this recent year, employees become the valuable asset and also are one of the crucial factors for organization to be success in this challenging world. However, as the economic fluctuates from the time to time, it is hard for employers to retain employees in an organization and to determine which factors would be the most influential for employees to quit from job. To this end, the main purpose of conducting this research project mainly is to examine the impact of affective commitment, continuance commitment, and normative commitment on intention to quit among employees at Mahkota Hotel Melaka.

This study has been conducted in Mahkota Hotel Melaka using questionnaires as the research instrument in order to collect all the data from 140 respondents from different department. In this study, there are three independent variables which consist of the elements like affective, normative and continuance commitment meanwhile the independent variables is intention to quit. The methods used in data analysis for this study were descriptive analysis, reliability analysis, pearson correlation analysis and multiple regression analysis. The data collected then were analyzed and interpret using the Statistical Package for Social Science (SPSS) version 22.

This study is beneficial in order to determine which organizational elements becomes the stronger predictor on employee's intention to quit from organization. By identifying the key predictor of turnover intention among employees in organization, it can be serve as a guideline to help and enabled the employer in deciding the proper ways on how to reduce turnover rate and retain most of the capable employees in their organization. Finally, the research project also provides with clear view of limitations therefore brought forward some useful recommendations that will be beneficial to the organization itself.