



**FACTORS THAT INFLUNCE JOB TURNOVER INTENTION WITHIN HOTEL INDUSTRY  
IN MELAKA**

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**WITH HONOURS ( HUMAN RESOURCE MANAGEMENT)**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA**

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**JULY 2018**



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**Submitted In Partial Fulfillment of the**

**Requirement for the**

**Bachelor of Business Administration with Honours (Human Resource Management )**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITY TECHNOLOGY MARA**

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## DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS ( HUMAN RESOURECE MANAGEMENT )  
UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”**

I, Isamuddin Bin Ibrahim Shak, (I/C Number, 950731146433)

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 my independent work and investigation except otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledge

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(ISAMUDDIN BIN IBRAHIM SHAK)

## LETTER OF TRANSMITTAL

29<sup>TH</sup> June 2018

**The Head of Program,**

Bachelor of Business Administration (Hons) in Human Resources,

Faculty of Business Management,

Universiti Teknologi MARA Kampus Bandaraya Melaka,

75300 Melaka

Dear Sir/Madam

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper title “FACTORS THAT INFLUENCE JOB TURNOVER INTENTION AMONG HOTEL EMPLOYEES IN MALACCA” to fulfill the requirement as needed by the Faculty of Business Management University Teknologi Mara

Thank you,

Yours sincerely,

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**ISAMUDDIN BIN IBRAHIM SHAK**

**2016686098**

## **ABSTRACT**

The objective of this research is to investigate the job turnover intention among hotel employees in Malacca. It is important for organization in this industry to understand the factors that affect job turnover intention among employees and ways to retain employees. The reason on why I choose this topic is because job turnover intention study is not popular in Malaysia but it has a big impact to the organization.

This study also aims to understand the relationship between organizational commitment, organizational justice, job satisfaction, person-organization fit with job turnover intention. The question that will be answered at the end of this study is what is the most significant factor that influence job turnover intention among the independent variables and how this study can help the hotel industry. This study is a survey based on questionnaires as a main tool of data collection. The data collected then were analyzed using SPSS. Results of the analyzed are illustrated in form of tables, bar chart and pie chart for easier understanding.

The study has been done in three hotels namely, Hotel Arissa, City Bayview Hotel and Marvelux Hotel. All of the hotels mentioned are located in Melaka Tengah.