FACTORS INFLUENCING EMPLOYEE TURNOVER INTENTION

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BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
INTERNATIONAL BUSINESS

FACULTY OF BUSINESS AND MANAGEMENT
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CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA

DECEMBER 2018
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Submitted in partial fulfillment of the
Requirement for the
Bachelor of Business Administration with Honours
(International Business)

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DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(INTERNATIONAL BUSINESS)
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“DECLARATION OF ORIGINAL WORK”

I, Mohd Rusydi Bin Abdul Rahim, (I/C Number: 950330045113)

Hereby, declared 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 where otherwise stated.
☐ All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:_____________________ Date: ________________
LETTER OF SUBMISSION

DECEMBER 2018

The Head of Department
Bachelor of Business Administration (Hons) International Business
Faculty of Business Management
Universiti Teknologi MARA
110 Off Jalan Hang Tuah
75300, Melaka

Dear Dr. Koe Wei Loon,

SUBMISSION OF PROJECT PAPER (IBM672)

Enclosed here is the project paper titled “FACTORS INFLUENCING EMPLOYEE TURNOVER INTENTION” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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Bachelor of Business Administration (Hons) International Business
The title of this research is “Factors Influencing Employee Turnover Intention”. This study consists of one dependent variable which is Turnover Intention and four independent variables which are Job Satisfaction, Affective Commitment, Trust and Perceived Organizational Institution Support. The current economic condition has causes the employee turnover rate higher. Hence, the four internal factor were being tested whether it have significant affect turnover intention or not. The results were collected from 76 respondents through a questionnaire. A survey consisted of 25 questions that used Likert Scale questions to establishing measureable values from the respondent. The data analysis intends to determine whether there are significant effect between independent variables (Job Satisfaction, Affective Commitment, Trust and Perceived Organizational Institution Support) with dependent variable (Turnover Intention). The data was being analyzed using SPSS. Thus, this study has found that two independent variables which is Job Satisfaction and Trust has significant effect while two independent variable which is Affective Commitment and Perceived Organizational Support has no significant effect with dependent variable which is Turnover Intention.

Keyword: turnover intention, job satisfaction, affective commitment, trust, perceived organization support.