



اَوْنُو تِكْنُوْلُوجِي مَارَا  
UNIVERSITI  
TEKNOLOGI  
MARA

**SUPERVISOR SUPPORT, WORK ENVIRONMENT, WORK LIFE-  
BALANCE AND EMPLOYEE RETENTION**

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UNIVERSITI TEKNOLOGI MARA

CAWANGAN MELAKA

KAMPUS BANDARAYA MELAKA

JUNE 2019

# **DECLARATION OF ORIGINAL WORK**



## **BACHELOR OF BUSINESS ADMINISTRATION**

### **WITH HONOURS (HUMAN RESOURCE MANAGEMENT)**

#### **FACULTY OF BUSINESS MANAGEMENT**

#### **UNIVERSITI TEKNOLOGI MARA**

### **“DECLARATION OF ORIGINAL WORK”**

I, Ahmad Aqmal Bin Shaiful Kharidan (I/C Number: 971015565007)

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 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

Dr. Irzan Bin Ismail

Lecturer of UiTM Melaka City Campus

Faculty of Business Management

Universiti Teknologi MARA

110, Off Jalan Hang Tuah

75300 Melaka.

Dear Dr. Irzan Bin Ismail,

### SUBMISSION OF PROJECT PAPER (HRM 672)

Enclosed here is the project paper entitled **Supervisor Support, Work Environment, Work-Life Balance and Employee Retention**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA (UiTM).

Thank you.

Yours sincerely,

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**AHMAD AQMAL BIN SHAIKUL KHAIRIDAN**

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## **ABSTRACT**

The purpose of this research was to analyze the impact of supervisor support, work environment and work-life balance on the employee retention which take place at Malaysian Qualifications Agency in Cyberjaya. This research is a quantitative research which had used the self-administered electronic questionnaire as the instrument for the collection of data. The data was collected and achieved a percentage of 72.04% out of the possible 250 questionnaires distributed which was derived from the total population of 340 employees who work in Malaysian Qualifications Agency. The data collected was then evaluated by using Statistical Package for the Social Science (SPSS) Version 24 Software. The result of this study indicates that two variables (work environment and work-life balance) has positive and significant relationship with employee retention while one variable (supervisor support) has a negative significant relationship with employee retention.

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