LEADERSHIP STYLES INFLUENCE EMPLOYEE’S TURNOVER INTENTION

NUR NADIA NATTASHA BINTI CHE AHMAD
2011811124

NADIAH BINTI A. MANAF
2011678434

BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCES)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA

JULY 2014
DECLARATION OF ORIGINAL WORK

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

We, Nur Nadia Nattasha binti Che Ahmad, (I/C Number: 920116016082) and Nadiah binti A. Manaf, (I/C Number: 920914016722)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and 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 : Date:

Signature : Date:
LETTER OF SUBMISSION

22nd June 2014

Program Coordinator,

Bachelor of Business Administration (Hons),

Human Resources Management,

Faculty of Business Management,

University Technology Mara,

Malacca City Campus,

75300, Melaka.

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “LEADERSHIP STYLES INFLUENCE EMPLOYEE’S TURNOVER INTENTION” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank You,

Yours Sincerely,

(NUR NADIA NATTASHA BT CHE AHMAD)       (NADIAH BINTI A.MANAF)

2011811124       2011678434

BBA (Hons) Human Resources Management       BBA (Hons) Human Resources Management
ABSTRACT

The main purpose of conducting this study is to investigate either leadership styles influence employee’s turnover intention. KSL Resorts at Johor Bahru has been chosen as the location for pursuing this study. The full range of leadership styles which are transformational, transactional, and laissez faire represented as the independent variable. Meanwhile, the dependent variable for this study is employee’s turnover intention. In order to gather the data, 113 sets of questionnaire have been distributed to the respondents who are being chosen among KSL Resorts’ employees. The data obtained is be analyzed by Statistical Package for Social Science Version 21 (SPSSv21). The result is successfully answered the objectives which is all of the three leadership style are positively influence turnover intention. In addition, the most dominant leadership style that influence employee’s turnover intention in KSL Resorts is transformational leadership style.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TITLE PAGE</td>
<td>i</td>
</tr>
<tr>
<td>DECLARATION OF ORIGINAL WORK</td>
<td>ii</td>
</tr>
<tr>
<td>LETTER OF SUBMISSION</td>
<td>iii</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>iv</td>
</tr>
<tr>
<td>TABLE OF CONTENTS</td>
<td>v</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>viii</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>ix</td>
</tr>
<tr>
<td>LIST OF ABBREVIATIONS</td>
<td>x</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>xi</td>
</tr>
</tbody>
</table>

## CHAPTER 1  INTRODUCTION

1.1 Introduction  1
1.2 Background of the Study  1
1.3 Problem Statements  3
1.4 Research Questions  5
1.5 Research Objective  5
1.6 Significance of the Study  6
1.7 Scope and Coverage of the Study  7
1.8 Limitations of the Study  8
1.9 Definition of terms  8

## CHAPTER 2  LITERATURE REVIEW

2.1 Introduction  15
2.2 Employee Turnover Intention  15
2.3 Leadership Styles
   2.3.1 Transformational Leadership  17
   2.3.2 Transactional Leadership  19