



**DETERMINANT FACTORS OF EMPLOYEE RETENTION
AT EPA MANAGEMENT SDN BHD
KOTA TINGGI JOHOR**

**SARASYAHIDA BINTI ADAM
2009984691**

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TECHNOLOGY MARA
MELAKA CITY CAMPUS**

JANUARY 2012

**DETERMINANT FACTORS OF EMPLOYEE RETENTION
(A STUDY ON EPA MANAGEMENT SDN BHD)**

**SARASYAHIDA BINTI ADAM
2009984691**

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

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TECHNOLOGY MARA
MELAKA CITY CAMPUS**

JANUARY 2012

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOUR
(HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TECHNOLOGY MARA
“DECLARATION OF ORIGINAL WORK”**

I, Sarasyahida binti Adam, (I/C Number: 880801-23-6098)

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 acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

January 2012

The Head of Program
Bachelor of Business Administration
Faculty of Business Management
Universiti Teknologi MARA
Bandaraya Melaka
Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “DETERMINANT FACTORS OF EMPLOYEE RETENTION AT EPA MANAGEMENT SDN BHD KOTA TINGGI JOHOR” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

THANK YOU
Yours Sincerely,

.....

SARASYAHIDA BINTI ADAM
2009984691
Bachelor of Business Administration (Hons) Human Resource

ABSTRACT

The retention of human resources has been shown to be momentous to the development and the accomplishment of the organization's goals and objectives. This research has been conducted to study the determinants of employee retention at EPA Management Sdn Bhd. The primary aim of this study is to explore the main factors that affect employee retention at EPA Management Sdn Bhd. The data collected through questionnaire from 108 respondents. The survey questions designed to determine three elements of retention which are supervisor support, working environment, and rewards.

The result of the study shows that working environment was rated as the most important factors that affect employee retention at EPA Management Sdn Bhd. The results also show that working environment and rewards reveal a strong positive relationship with employee retention meanwhile supervisor support show moderate positive relationship with employee retention.