



**DETERMINANTS OF EMPLOYEE RETENTION IN KPJ KLANG
SPECIALIST HOSPITAL**

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**BACHELOR OF BUSINESS ADMINISTRATION WITH (HONORS)
HUMAN RESOURCES MANAGEMENT**

FACULTY OF BUSINESS MANAGEMENT

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MALACCA CITY CAMPUS

JULY 2013

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION (HONS)
HUMAN RESOURCES MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA

I, **SAZILA MAT SARIF**, (I/C Number: **910703105734**)

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 and 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

Madam Intan Liana Suhaimie
Faculty of Business Management
Universiti Teknologi Mara
Kampus Alor Gajah.

Dear Madam,

SUBMISSION OF RESEARCH PAPER

Attached is the project paper titled “**DETERMINANTS OF EMPLOYEE RETENTION IN KPJ KLANG SPECIALIST HOSPITAL**” to fulfill the requirement as needed by the faculty of Business Management, Universiti Teknologi Mara.

Thank You.

Yours Sincerely,

SAZILA MAT SARIF

2010612924

Bachelor of Business Administration (Hons) Human Resource Management

LETTER OF TRANSMITTAL

Sazila Mat Sarif

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42100 Klang

Selangor.

Madam Intan Liana Suahaimie

Faculty of Business Management

Universiti Teknologi Mara

Kampus Alor Gajah.

Dear Madam,

**RESEARCH ON DETERMINANTS OF EMPLOYEE RETENTION IN KPJ KLANG
SPECIALIST HOSPITAL**

I'm required to do a project on the above topic

I hereby submitted this project and I really hope that this work will fulfill the requirement for the Bachelor of Business Administration (Hons) Human Resources Management.

Thank You.

Yours Sincerely,

SAZILA MAT SARIF

2010612924

ABSTRACT

In order to gain competitive advantage that enable the organization different from their competitor, the organization must also have their own talented and valued employee that will bring benefits to the company. The organization must recruit the talented employees in order to achieve the competitive advantage. But, the most important things that the organization did not realize are about the retention of the employees. Employee turnover not only very costly, but also bring the bad image to the organization. As for KPJ Klang Specialist Hospital, researcher is attracted to identify what are the determinants that make the employees remain in that organization. Even though the hospital is still new, but the employees are loyal to the company. Not only have the new employees that had been recruit, there also had employees that transfer from other branch of KPJ Hospital which have been working with KPJ Hospital more than 10 years. The first research objective is to identify the relationship between extrinsic rewards and the retention of the employee. Second objectives are to identify the relationship between employee empowerment and the retention of the employee. Last objectives are to identify the relationship between job satisfaction and the retention of the employee. The total respondents are 50 respondents that are chosen from Support Services Division. The data were collected through distribution of questionnaire survey and interpreted into readable and informative data through Reliability Analysis, Descriptive Analysis and Pearson's Correlation. The findings supported all three (3) objectives which mean there is relationship between all three (3) independent variables which are extrinsic rewards, job satisfaction and employee empowerment with the dependent variable, employee retention.