



**FLEXIBLE WORKING PRACTICES
INFLUENCE ON EMPLOYEE RETENTION**

Nur Izzati Binti Nazlan

2015263904

**BACHELOR OF BUSINESS
ADMINISTRATION WITH HONOURS
(HUMAN RESOURCE) FACULTY OF
BUSINESS MANAGEMENT UNIVERSITI
TEKNOLOGI MARA MELAKA**

JULY 2018

DECLARATION OF ORIGINAL WORK



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

I, **Nur Izzati Binti Nazlan**,

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: _____

ACKNOWLEDGMENT

I would like to express my deepest appreciation to all of my classmates and friends who have shared their thoughts by making suggestions and valuable criticism. In addition, special thanks to my advisor, Madam Nur Hidayah Binti Zaini that gives guidance and support to me.

I am also grateful to the Bank Simpanan Nasional Melaka's employees and the management for their cooperation in helping me. Last but not least, I would like to express my heartiest appreciation to my family members especially to my parents who have given me the reason and inspired me in completing my final year project.

ABSTRACT

The main objective of the study was to determine whether employee retention can be improved through flexible working practices. By using a quantitative approach, the impact of five types of flexible working practice which is flexible time (flex time), flexible place (flexplace), job sharing/part-time work, flexible career (flex career) and flexible leave (flex leave), on employee retention were examined. The results suggest that only flex career has a positive impact on employee retention, while the effects of other flexible practices are unstable. Based on most studies which generally demonstrate the positive effects of flexible working practices on employee retention, but the effectiveness is heavily influenced by contextual factors. Hence, the importance of future studies was highlighted.

TABLE OF CONTENTS

	Page
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF TRANSMITTAL	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v-ix
LIST OF TABLE AND FIGURES	x
ABSTRACT	xi
CHAPTER 1: INTRODUCTION	1-7
1.1 Introduction	1
1.2 Background of Study	1-2
1.3 Problem Statement	2-3
1.4 Research Questions	3-4
1.5 Research Objectives	4
1.6 Scope of Study	4-5
1.7 Significant of Study	5-6
1.7.1 Significant to Employer	5
1.7.2 Significant to Employee	5
1.7.3 Significant to Researcher	5-6
1.8 Limitation of Study	6