



**FACTORS INFLUENCING EMPLOYEE RETENTION: IN A VIEW OF  
EMPLOYEE AT ARKEMA COATING RESINS (M) SDN BHD**

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

**JULY 2018**

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

**FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA, KAMPUS BANDARAYA MELAKA**

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**DECLARATION OF ORIGINAL WORK**



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“DECLARATION OF ORIGINAL WORK”**

I, FADZREEN BINTI KHALID , (I/C Number : 950601-01-5734)

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: \_\_\_\_\_  
(FADZREEN BINTI KHALID)

Date: 29 JUNE 2018

LETTER OF TRANSMITTAL

The Head of Program

Faculty of Business Administration

University Technology of Mara

110 Off Jalan Hang Tuah

75300 Melaka

June, 2018

Dear Madam Afzan Nor Binti Talib,

**RE: SUBMISSION OF THE FINAL THESIS REPORT**

With reference to the above matter, enclosed here is the research paper entitled **“FACTORS INFLUENCING EMPLOYEE RETENTION: IN A VIEW OF EMPLOYEE AT COATING RESINS (M) SDN BHD”**.

This research paper is a partial requirement for the fulfilment of Bachelor of Business Administration with Honours (Human Resource Management). The objective of the study being conducted is to study of training and development, performance appraisal and welfare benefits influence employee retention. Hopefully, this report meets your requirement and expectation. Thank you.

Yours Sincerely,

FADZREEN BINTI KHALID

2015125811

Bachelor of Business Administration (Hons) Human Resource Management

## ABSTRACT

The purpose of this study is to determine the relationship between training and development, performance appraisal and welfare benefits towards employee retention in a view of employee at Arkema Coating Resins (M) Sdn Bhd. Arkema Coating Resins (M) Sdn Bhd is a manufacturing company located at Pasir Gudang Industrial Estate, Johor. The targeted population is 130 local employees of Arkema Coating Resins (M) Sdn Bhd and the sample in this study covered 92 respondents from the total population. The sample was selected through Simple Random Sampling (SRS) techniques.

Data findings Frequency analysis shows that the top three highest frequencies were from Production Department with 46.7%, Quality Control & Technical Department with 13% and Maintenance Department with 10.9%. Next, the highest frequency of working experiences among those respondents were between 21 years to 24 years with 29.3% and then same percentage 27.2% for 6 years to 10 years and 11 years to 20 years. While the least was the respondent who works with Arkema below than 5 years. From Pearson Correlation analysis shows that only two independent variables which are performance appraisal and welfare benefits were significantly influence employee retention. Based on the regression models, the most influences variable among these three is welfare benefits with the highest Beta-value  $\beta = 0.234$  then followed by performance appraisal and training and development. Plus, data findings indicate that only welfare benefits significantly influence employee retention with  $r = 0.270$ ,  $p < 0.05$  Therefore, this also results in only Hypothesis 3 is accepted.