



**THE RELATIONSHIP BETWEEN ORGANIZATIONAL
LEARNING CULTURE, ORGANIZATIONAL
CITIZENSHIP BEHAVIOUR, PSYCHOLOGICAL
EMPOWERMENT AND TURNOVER INTENTION**

**AMNI FAIQAH BINTI ABDUL RAZAK
2017420774**

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

June 2019

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as reference work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Under Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student	:	Amni Faiqah binti Abdul Razak
Student I.D. No.	:	2017420774
Programme	:	Bachelor of Business Administration (Human Resources Management)
Faculty	:	Business and Management
Thesis Title	:	The Relationship between Organizational Learning Culture, Organizational Citizenship Behaviour, Psychological Empowerment and Turnover Intention
Signature of Student	:	
Date	:	June 2019

ABSTRACT

This research study aims at the relationship of organizational learning culture, organizational citizenship behaviour, psychological empowerment and employee turnover intention at XYZ Company, a construction company in Melaka. This quantitative method is using a survey questionnaire to collect data. By using convenience sampling technique, 44 employees were sampled for the study among the XYZ Company's employees. From SPSS version 2, multiple regression analysis showed that one out of three independent variables that is significant to turnover intention, which is, psychological empowerment whilst organizational learning culture and organizational citizenship behaviour does not. The findings of this study can be used by higher level positions in the company to justify their contributions in the company. By that, turnover may be reducing among the employees. Several implications from the research were discussed in details.

ACKNOWLEDGEMENT

Firstly, I wish to thank God that has allowed me to embark on my research study and for completing this long and challenging journey successfully. Nevertheless, it would not have been possible without the kind support and help of many individuals. I would like to extend my sincere thanks to all of them.

I would also like to express my gratitude towards my advisor, Madam Arnida binti Jahya, as I would be lost without her guidance and constant supervision. She has been providing me with necessary information regarding the direction and any possible errors could have come out of the project. It is not to forget that due to her support, completing this project paper is possible.

Not to forget, to my family members, friends, colleagues and supervisor of XYZ Company for their kind cooperation and encouragement. Their support either directly or indirectly with the best of their abilities has to help me in completing this project with a success.

TABLE OF CONTENTS

	Page
AUTHOR’S DECLARATION	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v – vii
LIST OF TABLES	viii
LIST OF FIGURE	ix
LIST OF ABBREVIATION	x
CHAPTER ONE: INTRODUCTION	1
1.0 Background of Study	1 – 3
1.1 Problem Statement	3 – 4
1.2 Research Questions	4
1.3 Research Objectives	4
1.4 Definition of Terms	5
1.5 Limitations	5
1.5.1 Lack of Variable Number	5 – 6
1.5.2 Limitation of Sample Size	6
1.6 Chapter Summary	6