



**FACTORS THAT INFLUENCE EMPLOYEE'S TURNOVER INTENTION AT
PUSPAKOM SDN. BHD**

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**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (HUMAN
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FACULTY OF BUSINESS MANAGEMENT
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“DECLARATION OF ORIGINAL WORK”

We, Nur Sarah Binti Halip, (I/C Number: 920412-01-6204) and Syamimi Afiqah Binti Ismail, (I/C Number: 911129-06-5110)

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 our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature: _____

Date: _____

Signature: _____

Date: _____

LETTER OF SUBMISSION

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management

Universiti Teknologi Mara

Kampus Bandaraya Melaka

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM662)

Attached is the project paper titled '**FACTORS THAT INFLUENCE EMPLOYEE'S TURNOVER INTENTION AT PUSPAKOM SDN BHD**' to fulfill the requirements as needed by the faculty of Business Management, University Technology Mara.

Thank You.

Yours sincerely,

Yours sincerely,

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Bachelor of Business Administration

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(Hons) Human Resource Management

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ABSTRACT

Workforce is a heavyweight component of any organization and therefore employees are always considered as the greatest asset of an organization. Without employees, organizations will not be able to produce business results, achieve organization goals, or meet its financial objectives. However, nowadays most of the organizations are facing the employee turnover problem and failure to retain their workforce. Besides that, there have been frequent complaints from employees of Puspakom Sdn. Bhd that they are dissatisfied with their job and management team which is lead to the turnover intention. In this research study, the influence factors that lead to the employees' turnover intention at workplace are personal factors, pull factors and push factors. Moreover, data is collected by distributing questionnaire to 123 respondents from the organization by using probability sampling which is simple random sampling. Nevertheless, majority of the respondent age are between 26-30 years old with mostly in executive level of position The results indicate that all factors (personal, pull and organizational commitment) have contributed in the employee's turnover intentions. However, organizational commitment has negative relationship with employees' turnover intentions. This research study also said to be beneficial to the organization in order to understand their employees' voice. It will help organization to retain their human resources and managing the human capital because employees are the main factors of the successfulness in any organization. Recommendations for future research are also been discussed.

TABLE OF CONTENTS

CONTENT	PAGE
TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	ix
LIST OF FIGURE	x
ABSTRACT	xi
CHAPTER ONE: INTRODUCTION	
1.1 Background of Study	1
1.2 Background of the company	2
1.3 Problem Statement	4
1.4 Research Questions	6
1.5 Research Objectives	6
1.6 Hypothesis	6
1.7 Scope of Study	7
1.8 Significant of Study	7
1.8.1 Education purpose	7
1.8.2 Organizations	8
1.8.3 Researchers	8
1.9 Limitation of Study	8
1.9.1 Lack of cooperation from respondents	8
1.9.2 Data Constraint	9
1.9.3 Lack of knowledge	9
1.10 Definition of Term	9
1.10.1 Turnover intention	10
1.10.2 Personal Factor	10
1.10.3 Pull Factor	10
1.10.4 Organizational Commitment	11