



**HUMAN RESOURCE PRACTICES THAT INFLUENCE  
TURNOVER INTENTION AMONG GENERATION Y EMPLOYEES  
IN BANK RAKYAT**

**SITI NUR IZYAN BINTI AZLIN**

**2016734587**

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

**JANUARY 2020**

**DECLARATION OF ORIGINAL WORK**



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

I, Siti Nur Izyan Binti Azlin, (I/C Number: 970408146984)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise states.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

A handwritten signature in black ink, appearing to be 'Siti Nur Izyan Binti Azlin'.

Signature: \_\_\_\_\_

Date: 31<sup>st</sup> December 2019

## TABLE OF CONTENTS

TITLE PAGE	i
DECLARATION OF ORIGINAL WORK	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv-vi
LIST OF TABLES	vii
LIST OF FIGURES	viii
LIST OF ABBREVIATIONS	ix
ABSTRACT	x
<b>CHAPTER 1: INTRODUCTION</b>	
1.1 Introduction	1
1.2 Background of study	1-7
1.3 Problem Statement	7-8
1.4 Research Questions	8
1.5 Research Objectives	9
1.6 Scope of Research	9
1.7 Significance of Study	10
1.8 Definition of Terms	11-12
1.9 Summary	12
<b>CHAPTER 2: LITERATURE REVIEW</b>	
2.1 Introduction	13
2.2 Voluntary Turnover Intention	13-16
2.3 Training and Development	16-19
2.4 Compensation	19-22
2.5 Organization Culture	22-25
2.6 Summary	25
2.7 Research Framework	26

## **CHAPTER 3: RESEARCH METHODOLOGY**

3.1 Introduction	27
3.2 Research Design	27
3.2.1 Purpose of the Study	27
3.2.2 Type of Investigation	27
3.2.3 Study Setting	28
3.2.4 Unit of Analysis	28
3.2.5 Time Horizon	28
3.3 Population	28
3.4 Sample	28-29
3.4.1 Sampling Technique	30
3.5 Measurement	30
3.5.1 Questionnaire Development	30-33
3.5.2 Measurement of Variables (Questionnaires)	33-35
3.6 Data Collection Methods	35-36
3.6.1 Primary Data	36
3.7 Data Analysis	36
3.7.1 Frequency Distribution	37
3.7.2 Descriptive Analysis	37
3.7.3 Reliability Analysis	37-38
3.7.4 Pearson Correlation Coefficient	38-39
3.7.5 Multiple Regression Analysis	39
3.8 Summary	39

## **CHAPTER 4: DATA ANALYSIS AND FINDINGS**

4.1 Introduction	40
4.2 Survey Response	40
4.3 Frequency Distribution Analysis	40-43
4.4 Descriptive Analysis	43-44
4.5 Reliability Analysis	44-45
4.6 Correlational Analysis	45-47
4.7 Multiple Regression Analysis	47
4.7.1 Model Fit / Coefficient of Determination ( $R^2$ )	48

## **ABSTRACT**

Turnover intention has been a major discussion among researchers and academicians. Most companies believe that turnover issue is a main concern because, employee turnover is a costly expense especially in lower paying job roles, for which the employee turnover rate is higher. Many factors play a role in the employee turnover rate of any company, and these can shoot from both the employer and the employees. In addition, today's workforce is made up of different generations and each generation has its own characteristics, attitudes and behaviors toward their current or past jobs. It is crucial to study about each generation turnover intention as previous study have revealed that generation Y has the highest turnover rate. Hence, this research paper aimed to investigate factors that may influence turnover intention among generation Y employees in Bank Rakyat. Generation Y employees were selected as targeted population and the sample is 313. Convenience sampling technique was used for this project-paper and the distribution of survey was made via online. The instrument applied for this research was four-point Likert scale to help collecting data from the respondents. However, based on the findings, it was found that all human resources practices (training and development, compensation and organization culture) have negative relationship with turnover intention among generation Y employees in Bank Rakyat.