



A CASE STUDY:

CAUSES AND EFFECT OF EMPLOYEES TURNOVER
AT PETRONAS PENAPISAN (MELAKA) SDN BHD

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“DECLARATION OF ORIGINAL WORK”

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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 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: _____

LETTER OF SUBMISSION

12 JANUARY 2012

The Head of Program
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Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "A CASE STUDY: CAUSES AND EFFECT OF EMPLOYEES TURNOVER AT PETRONAS PENAPISAN (MELAKA) SDN BHD" to fulfill the requirement as needed by the Faculty of Business Management, University Teknologi MARA

Thank You.

Yours sincerely,

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ABSTRACT

This study examines the employee turnover, effects and forwards some strategies on how to minimize employee turnover in Petronas Penapisan (Melaka) Sdn Bhd. There are three objectives of the study which is investigate what are the causes, consequences and action need to be taken in reducing high employee turnover in operational department at Petronas Penapisan (Melaka) Sdn Bhd.

In this study, data are obtained from primary and secondary sources. The primary data of this study is interview and observation done by the researcher. The interview has been conducted from related people in this industry to collect the data and information to support the structure of the research. Besides, there are several sources of secondary data that been used in this study such as books, journals, article and annual report of companies.

The findings of this study based on the analysis that obtain from observation and interviews throughout the company. More over in tools and measurement there are the data of employees' turnover at Petronas Penapisan (Melaka) Sdn Bhd.

In chapter 5 which is the last chapter of this research discuss about the conclusion and recommendation given by the researcher in this study. There are two recommendations that been proposed in this study.