



**FACTORS THAT CONTRIBUTE TURNOVER
INTENTION AMONG THE EMPLOYEES
OF SEREMBAN SPECIALIST HOSPITAL**

MODE B

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**BACHELOR OF BUSINESS ADMINISTRATION
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MELAKA**

NOVEMBER 2009

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INTENTION AMONG THE EMPLOYEES
OF SEREMBAN SPECIALIST HOSPITAL**

SITI AISHAH BINTI AB JALIL

**Submitted in Partial Fulfillment
of the Requirement for the
Bachelor of Business Administration
(Hons) Marketing**

**FACULTY OF BUSINESS MANAGEMENT
UiTM, MELAKA**

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**BACHELOR OF BUSINESS ADMINISTRATION (HONS) MARKETING
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MELAKA**

“DECLARATION OF ORIGINAL WORK”

I, Siti Aishah Binti Ab Jalil,

(I/C Number: 850301-01-5566)

Hereby, declare that,

- This work has not previously been accepted in substances 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 specially acknowledged.

Signature: _____

Date: 23 October 2009

LETTER OF SUBMISSION

23 October 2009

The Head of Program
Bachelor of Business Administration (Hons) Marketing
Faculty of Business Management
Universiti Teknologi MARA
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75300 Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "**FACTORS THAT CONTRIBUTE TURNOVER INTENTION AMONG THE EMPLOYEES OF SEREMBAN SPECIALIST HOSPITAL**" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you

Yours sincerely,



Siti Aishah Binti Ab JAlil
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ABSTRACT

This research is conducted to carry out “Factors that contribute turnover intention among the employees of Seremban Specialist Hospital”. The main objective is to measure and identify the most factor that influencing employee’s intention to quit in an organization.

It consist of four factor that are understanding job position/job description, organization management/ commitment and involvement from supervisor, individual feeling/perception toward job and satisfied or dissatisfied toward working environment.

This research were been used the probability sampling techniques and simple random techniques to get the data that are require. The research population is the employees at Seremban Specialist Hospital and the sampling frame for this research is the employee at Seremban Specialist Hospital, Seremban.

About 118 respondent were getting from the research to help for accomplish this research by answering questionnaires had been distributed to them. All the data collected through the question were analyzed systematically by Statistical Package for Social Science (SPSS 16.0.1).

The conclusion of this study was the outcome from the data analysis and findings. Through the research, it shows based on Frequency and Descriptive Statistic, a clear finding and results are observed. The finding showed the most factors that contribute to turnover are satisfied or dissatisfied toward working environment. Besides than that decision to quit among employees are moderate.