THE RELATIONSHIP BETWEEN HUMAN RESOURCE MANAGEMENT (HRM) PRACTICES AND TURNOVER INTENTION AMONG SUPPORT STAFF IN PUTRA REGENCY HOTEL IN KANGAR, PERLIS

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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 the result of my independent work and investigation, except where otherwise stated.

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ABSTRACT

The purpose of this correlational study was to investigate the relationship between HRM practices and turnover intention adapted from Wen, Huey, Li, Ying, & Kee, (2013). Wen, Huey, Li, Ying, & Kee, (2013) described five elements of HRM practices but only three elements choose to be studied which are training, reward and performance appraisal. In general, objectives of this study were to examine the relationship between training, reward, performance appraisal and turnover intention among support staff in Putra Regency Hotel in Kangar, Perlis. Hence, descriptive and correlation analyses were conducted in explaining in this research finding. Apart from that, a simple interview was conducted with one of the employees in Putra Regency Hotel before distribute the questionnaire. On the other hand, the actual study covered 90 support staff as population and only 73 persons of them were chosen as actual respondents for this study by using Krejcie and Morgan (1970) table. Data collection was done by using quantitative method and questionnaires were analyzed by using IBM Science Social (SPSS) version 23.0. The findings showed that there is a high and significant relationship between HRM practices and turnover intention (performance appraisal: $r=.668$, $p<0.05$, reward: $r=.585$, $p<0.05$, training: $r=.520$, $p<0.05$). As a conclusion, this research study helps the other researcher to explore the relationship between HRM practices and turnover intention among support staff and the researcher hoped that, these research finding will be useful and able to provide information in future research.

TABLE OF CONTENTS

CHAPTER 1

INTRODUCTION

This chapter explains the background of the study, research problems, research objectives and research questions, significance of the study and limitations of the study. This chapter aims to provide the answers on the need of conducting this study. Therefore, this study was conducted to examine the Human Resource Management (HRM) practices on turnover intentions among support staff in Putra Regency Hotel in Kangar, Perlis.

Background of the Study

In Malaysia, turnover rate among the employees had been increased from time to time. It became a serious issue for an organization. Turnover is defined as the "individual movement across the membership boundary of an organization" (Long & Perumal, 2014; Thwala et al., 2012; Price, 2001). Interestingly unlike actual turnover, turnover intent is not obvious. Intentions are a statement about a specific behavior of interest (Long & Perumal, 2014; Berndt, 1981). Studies have shown that turnover is one of the most investigated phenomena in organizational behavior (Long & Perumal, 2014; Price, 2001).

According to Wen, Huey, Li, Ying, & Kee, (2013) cited from Choi, Lee, Wan, Jusoh, (2012), turnover intention can be voluntary and involuntary. Voluntary turnover is about a process where an employee making decision to stay or leave the organization (Wen, Huey, Li, Ying, & Kee, 2013; Wells. and Peachley, 2010). Meanwhile, involuntary