

THE RELATIONSHIP BETWEEN HUMAN RESOURCE
MANAGEMENT (HRM) PRACTICES AND TURNOVER INTENTION
AMONG SUPPORT STAFF IN KOMPLEKS BERAS NASIONAL
(BERNAS) IN JITRA, KEDAH

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ABSTRACT

It is important for human resource (HR) managers to overcome employees' turnover intention. Issues encountered may be in the areas of shrinking pool of entry-level workers, individual differences, use of temporary workers, productivity and competitiveness, retirement benefits and skills development. The aim of this study is to examine the relationship between HRM practices and turnover intention among support staff in Kompleks Beras Nasional (BERNAS) in Jitra, Kedah. There were three components of HRM practices used in this study were training, reward and performance appraisal. A total respondent of 100 support staff were selected conveniently. This study utilized a correlational type of research. Questionnaires were used as an instrument to collect data from the respondents. The reliability of the questionnaires also was tested by conducting a pretest in Land and Survey, Department Sarawak, Samarahan Division. The result revealed that training has a high, positive and significant relationship with turnover intention in the study ($r=.853$, $p<0.05$). Hence, it can be concluded that training can affect turnover intention in the organization. According to Nadarajah, Kadiresan, Kumar, Ahmad Kamil, & Mohd. Yusoff (2012), employees who are well trained can share their updated knowledge and skills while using their creativity to understand and improve the service in the organization. The benefits of training and development include improved morale, employee satisfaction, lower turnover, higher retention, improved hiring and better bottom line. All these benefits can satisfy employees, increase commitment and motivation, thus improve the overall competence and performance of an employee.

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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 relationship between HRM practices and turnover intentions among support staff in Kompleks Beras Nasional (BERNAS) in Jitra, Kedah.

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). The phenomenon draws interest due to its psychological dimension, its organizational significance and its economic dimension.

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