

THE RELATIONSHIP BETWEEN QUALITY OF WORK LIFE AND TURNOVER INTENTION AMONG PRODUCTION STAFF IN MANUFACTURING INDUSTRY

ILI FARHANA BINTI ABU BAKAR

2010214766

NOR AMIRAH BINTI NORDIN

2010253098

BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCES MANAGEMENT FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA BANDARAYA MELAKA

JULY 2013

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION (HONS) HUMAN RESOURCRS MANAGEMENT FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA BANDARAYA MELAKA

"DECLARATION OF ORIGINAL WORK"

We, Ili Farhana binti Abu Bakar (I/C Number:) and Nor Amirah binti Nordin,(I/C Number:), 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 any independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature,

Signature,

ILI FARHANA BINTI ABU BAKAR / 2010214766 NOR ÁMIRAH BINTI NORDIN

/ 2010253098

. . . .

Date: 1st July 2013

Date: 1st July 2013

ACKNOWLEDGEMENT

In the name of Allah the Most Beneficent and the Most Merciful. All praise be to God, without His grace and blessings we would not be able to accomplish this dissertation.

We would like to take this opportunity to express our deepest and sincere gratitude to our advisor, Puan Suraya Hamimi Mastor for her endless efforts and guidance in assisting us in completing this dissertation.

We are indebted to the following individuals who made this dissertation possible; Mr. Ram Amarsingam, Mdm. Sivaneshvary Sindra Kasin, Mr. Roszi bin Mohd Ghazali and Mr. Jamil bin Jamingin. A very big thank you to the staffs of participating manufacturing organizations who have spend their valuable time in distributing the questionnaires and spare their thoughts in helping us completing this research especially Nur Faizulita, Penti Nurhayati, Nur Ain, Zarina, Saleha, Muhammad Hanif and Noraishah.

Last but not least, a very big thank you to our beloved parents, Abu Bakar Jasman, Faridah Ahmad, Nordin Hussin, and Fadzilah Siran, and all our family members who has been very helpful and understanding throughout the course of the completion of this dissertation, thank you very much for your endless support.

TABLE OF CONTENTS

CON	FENT	PAGE
ACKN	NOWLEDGEMENT	i
TABLE OF CONTENTS		ii
LIST OF TABLES		v
LIST OF FIGURES		vi
LIST	OF ABBREVIATIONS	vii
ABST	RACT	viii
CHAJ	PTER 1: INTRODUCTION	
1.1	Introduction	1
1.2	Background of Study	1
1.3	Problem Statement	2
1.4	Research Questions	4
1.5	Research Objectives	4
1.6	Scope of Study	4
1.7	Limitations of Study	4
1.8	Significance of Study	5
1.9	Operational Definitions	5
	1.9.1 Work Life Balance	5
	1.9.2 Employee Turnover	5
1.10	Conclusions	5
CHAI	PTER 2: LITERATURE REVIEW	
2.1	Introduction	6
2.2	Quality of Work Life	6
2.3	Turnover Intention	11
24	The Pelotionship between Quality of Work Life and Turnover Intention	14

2.4	The Relationship between Quarty of work Life and Turnover Intention	14
2.5	Model and Theory	17
2.6	Theoretical Framework	22
2.7	Hypotheses	22
2.8	Conclusions	23

ABSTRACT

The purpose of this study is to examine the literature relating to quality of work life issues have in an employee's decision to stay or leave an organization. This research was conducted in two organizations (Company A and Company B) in manufacturing industry. This research is studied about "The Relationship between Quality of Work Life and Turnover Intention among Production staff In Manufacturing Industry". The number of respondents is 269 for this study as the total population of production staff in both organizations was 1003. For this research, questionnaires were used as the instrument in collecting data. This research was using environmental support and work life balance as the elements under quality of work life which affects the turnover intention among production staff in manufacturing industry. The findings show that both elements have relationship towards the turnover rate among production staff in manufacturing industry.