



**THE RELATIONSHIP BETWEEN JOB SATISFACTIONS
AND HIGH TURNOVER RATE AMONG NON-MANAGERIAL STAFF
AT RAMADA PLAZA MELAKA HOTEL**

NURUL ATIQAH BINTI RAMLI

2011244868

NUR AMIRA NAZIRA BINTI MOHAMED RADZI

2011248448

BACHELOR OF BUSINESS ADMINISTRATION

(HONS) HUMAN RESOURCE

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

MELAKA CITY CAMPUS

JUNE 2014

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA
“DECLARATION OF ORIGINAL WORK”**

I, NURUL ATIQAH BINTI RAMLI, (I/C NUMBER:) and NUR
AMIRA NAZIRA BINTI MOHAMED RADZI, (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 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 specifically acknowledged.

Signature:

Dated: 26 June 2014

NURUL ATIQAH BINTI RAMLI

NUR AMIRA NAZIRA BINTI MOHAMED RADZI

ACKNOWLEDGMENT

This dissertation was ended of my journey in obtaining my degree in Business Administration with Honors major in Human Resource Management. Alhamdulillah, first and foremost, thanks and praise to Allah S.W.T the Creator, the Most Gracious and the Most Merciful for giving me strength and provide me a good health all the way in completing this research paper.

I would like to express my sincere appreciation for the profesional guidance and assistance given by my advisor, Madam SurayaHamimiBintiMastor. Thank you for all the support, encouragement and advice from the beginning until this research paper completed.

My great and special appreciation go to my beloved family and friends, who patiently supported and always encouraged me to do my best, thank you so much for the support and pray toward my success. No such word could possibly describe my appreciation for your love, encouragement and support for everything I did in my life. May Allah bless you all and grant you all the best of life in this world and hereafter.

I also would like to express my gratitude to my supervisor, Tuan Haji Samian Bin Senin, Group Agency Manager at Ikhlas Consultant And Services. His wider experience and knowledge was very much helped in generating my ideas and theories on this research paper. Besides that, I am also thankful to the staff and members of Ikhlas Consultant And Services for their kindness and understanding towards my commitments for this research paper as well as industrial training.

TABLE OF CONTENT

	PAGE
TITLE PAGE.....	i
DECLARATION OF ORIGINAL WORK.....	ii
LETTER OF SUBMISSION.....	iii
ACKNOWLEDGMENT	iv
TABLE OF CONTENTS.....	v
LIST OF FIGURES.....	viii
LIST OF TABLES.....	ix
ABSTRACT	x
1.0 INTRODUCTION	
1.0 Introduction.....	1-3
1.1 Definition of Terms.....	4-6
1.2 Background of Study.....	7-8
1.3 Problem Statement.....	9-11
1.4 Research Questions.....	12
1.5 Research Objectives.....	12
1.6 Significance of the Study.....	13
1.7 Scope and Coverage of the Study.....	14
1.8 Limitations of the Study.....	15

ABSTRACT

Job satisfaction play a major role in employee's working life, they either feel satisfy or not satisfy with their job and this will lead to their performance in work. In that sense, job satisfaction will lead the employee to stay or to quit from the job, that may result in high turnover rate in certain company. In this study, the researcher need to find out what are the relationship between job satisfactions and high turnover rate among non-managerial staff at Ramada Plaza Melaka Hotel. The work itself, pay scale, supervision, working environments and co-workers are the factors that the researcher emphasized in this study.

This study has been conducted in Ramada Plaza Melaka Hotel with the 108 respondents as a sample and the technique that will be used proportionate stratified random sampling in order to get relevant and significant data. Result of this study will be shown in the most influential factors that contribute the high turnover among non-managerial staff at Ramada Plaza Melaka Hotel. It also shown the factors has significant relationship with the high turnover in Ramada Plaza Melaka Hotel. The recommendations for future research also been discussed by researcher in this report.