



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

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## 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    |
| <br>                                     |      |
| <b>1.0 INTRODUCTION</b>                  |      |
| 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   |

|            |                                       |       |
|------------|---------------------------------------|-------|
| <b>2.0</b> | <b>LITERATURE REVIEW</b>              |       |
| 2.1        | Introduction .....                    | 16    |
| 2.2        | Literature Review.....                | 17-26 |
|            | 2.2.1 Importance of Job Satisfaction  |       |
|            | 2.2.2 Determinant of Job Satisfaction |       |
|            | 2.2.3 Definition of Turnover          |       |
| 2.3        | Theoretical Framework.....            | 27-28 |
| <br>       |                                       |       |
| <b>3.0</b> | <b>RESEARCH METHODOLOGY</b>           |       |
| 3.1        | Research Design.....                  | 29    |
| 3.2        | Population.....                       | 29    |
| 3.3        | Sampling Design.....                  | 30    |
|            | 3.3.1 Sampling Method                 |       |
|            | 3.3.2 Sample size                     |       |
| 3.4        | Data Collection Method.....           | 31    |
|            | 3.4.1 Primary Data                    |       |
|            | 3.4.2 Secondary Data                  |       |
| 3.5        | Questionnaire Development.....        | 32-33 |
| 3.6        | Data Analysis and Interpretation..... | 33-34 |
| <br>       |                                       |       |
| <b>4.0</b> | <b>RESULTS AND FINDINGS</b>           |       |
| 4.1        | Introduction.....                     | 35    |
| 4.2        | Reliability Test.....                 | 36-37 |
| 4.3        | Descriptive Statistics.....           | 38-43 |
|            | 4.3.1 Demographic Profile             |       |
| 4.4        | Correlation Test.....                 | 44-50 |
| 4.5        | Regression Analysis.....              | 51-52 |
| 4.6        | Conclusion.....                       | 53    |

## **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.