



UNIVERSITI TEKNOLOGI MARA

**A STUDY OF FACTOR AFFECTING EMPLOYEE RETENTION IN  
INTEKMA RESORT AND CONVENTION CENTRE**

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## ABSTRACT

Malaysia is facing a crisis in job employment as right now, there are many jobless people around the corner. However, on contrary, nearly all organization having the same problem on how to retain their own precious employee so that they do not have to train a new that may consume time and resources before they going mature. This research attempts to investigate the problem of retaining employee inside organization with reference of trial in INTEKMA Resort and Convention Centre which located in Shah Alam, Selangor. Factor Affecting Employee Retention is used as the theoretical framework in this study which consists of training and development, compensation and job satisfaction. A total of 50 questionnaires were distributed among employees with balance number of 25 questionnaires per genders. The results show various findings between the dependent and independent variables. The result shows that training and development play important roles in employee retention at the resort. The results suggest that training and development program as to influence the positivity in employee retention. Finally recommendations are made for future research to understand recycling behaviors of employees in INTEKMA Resort and Convention Centre.

## CHAPTER ONE

### 1.0 Introduction

#### 1.1 Background of the Company

Located at Persiaran Raja Muda, Section 7, 40000 Shah Alam, Selangor Darul Ehsan, INTEKMA Resort and Convention Centre (IRCC) or simply INTEKMA, can be categorized as a resort as Shah Alam was surrounded by forest in its early year of built. INTEKMA started to operate in 28<sup>th</sup> September 1997. Previously known as ITM Resort and Convention Centre, now, with a new name and image of INTEKMA Resort & Convention Centre move forward to fulfill the market needs. It is the only premise in Shah Alam with the concept of hotel apartment and a perfect place for business, convention, leisure and social events.

In 2004, UiTM Holdings started to take over INTEKMA as one of their subsidiaries. Till right now, INTEKMA is 100% operate under UiTM Holdings. INTEKMA is located close to main shopping and business areas such as Shah Alam City Centre (SACC), Plaza Alam Sentral, Plaza Masalam and Kompleks PKNS. It also located closely to recreational park such as Taman Bukit Cahaya Seri Alam and Wet World Shah Alam. It is 45 minutes away from the capital city of Kuala Lumpur and 45 minutes to Kuala Lumpur International Airport (KLIA).

One of INTEKMA main features are its banquet hall named Dewan Sri Bestari. It deal multipurpose meeting and banquet facilities with seating capacity of 1300 delegates. INTEKMA also have the 6 Cendekia and Bersantap room which also available for functions, small get together or team-building session.

Another attraction from INTEKMA is its Pendeta Coffeehouse. Located at ground level of the main building, Pendeta Coffee House provides a high-class type of food cooked and served by professional chef at there. With their main cuisine called Nasi Bendang, Pendeta Coffee House also can be categorized as best features of INTEKMA because of its own uniqueness.