



**FACTORS AFFECTING TURNOVER INTENTION AMONG MILLENNIAL (GEN Y)  
EMPLOYEES IN KLANG VALLEY**

**ANIS HAMIZAH BINTI MD HATTA  
2015166065**

**ADVISOR:  
DR. RAMESH KRISHNAN**

**BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONORS (HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
MELAKA**

**January 2019**

## **ACKNOWLEDGEMENT**

Alhamdulillah, first of all, I would like to thank Allah as finally I was able to finish this project paper within the time given. In completing this project paper, I have gained many experience and also obtained information and knowledge.

For that, I would like to express my big thanks to my advisor, Dr. Ramesh Krishnan because without his guidance, my project paper cannot be accomplished properly. On the other hand, I would also like to address my special thanks to my friends that have given me their help which had help me to improve it in many ways. Finally, an honorable mention goes to my family for their understanding and support in completing this project paper. Without helps of people that I have mention above, I would face many difficulties in completing this project paper. Your help are greatly appreciated. Thank you.

## **ABSTRACT**

Workforce turnover or employee turnover is a problem faced by many employers worldwide. And that starts with the employee's intention to turnover. Therefore, the main purpose of this research is to study the factors affecting turnover intention among Millennial (Gen Y) employees in Klang Valley. This research aimed to achieve the following objectives; to study how pay & benefits, relationship with other employees and work overload can affect turnover intention among Millennial (Gen Y) employees in Klang Valley, respectively.

The total population for this research is 2.76 million of Klang Valley's Millennial employees which are from government, private and government-linked company (GLC) sector with sample size of 384 respondents. Klang Valley was chosen because it has highest number of working Millennials. Disproportionate stratified sampling is the sampling technique that has been used for this research. A self-administered questionnaire via Google Form measured on nominal scale and Likert Scale was used to collect data from the respondents.

The outcome from this research shows that only work overload have influenced on Millennial employees turnover intention. Therefore, the results and this study as a whole, may help the employer, the government/country as well as the employees themselves in lowering the turnover intention among Millennial employees in Klang Valley specifically.

## TABLE OF CONTENTS

TITLE PAGE .....	i
DECLARATION OF ORIGINAL WORK .....	ii
LETTER OF SUBMISSION .....	iii
ACKNOWLEDGEMENT .....	iv
TABLE OF CONTENTS .....	v
LIST OF FIGURES .....	ix
LIST OF TABLES .....	x
ABSTRACT.....	xi
CHAPTER 1: INTRODUCTION	
1.1 Introduction .....	1
1.2 Research Background .....	1
1.3 Problem Statement .....	2
1.4 Research Questions .....	3
1.4.1 Main Research Question .....	3
1.4.2 Specific Research Questions .....	4
1.5 Research Objectives .....	4
1.5.1 Main Research Objective .....	4
1.5.2 Specific Research Objectives .....	4
1.6 Scope of Study .....	4
1.7 Significance of Study .....	5
1.7.1 To the employers .....	5
1.7.2 To the government/country .....	5
1.7.3 To the employees .....	5
1.8 Definition of Terms .....	5
1.9 Conclusion .....	6
CHAPTER 2: LITERATURE REVIEW	
2.1 Introduction .....	7
2.2 Literature Review .....	7
2.2.1 Dependent Variable: Turnover Intention .....	7

2.2.2	Independent Variable 1: Pay & Benefits .....	9
2.2.3	Relationship between Turnover Intention and Pay & Benefits .....	10
2.2.4	Independent Variable 2: Relationship With Other Employees .....	11
2.2.5	Relationship between Turnover Intention and Relationship With Other Employees .....	12
2.2.6	Independent Variable 3: Work Overload .....	13
2.2.7	Relationship between Turnover Intention and Work Overload .....	13
2.3	Theoretical Framework .....	14
2.4	Hypotheses .....	16
2.5	Conclusion .....	16

### CHAPTER 3: RESEARCH METHODOLOGY

3.1	Introduction .....	18
3.2	Research Design .....	18
3.2.1	Purpose of the Study .....	18
3.2.2	Type of Investigation .....	18
3.2.3	Extent of researcher Interference .....	19
3.2.4	Study Setting .....	19
3.2.5	Time Horizon .....	19
3.2.6	Unit of Analysis .....	19
3.2.7	Research Strategies .....	19
3.3	Sampling .....	20
3.3.1	Population .....	20
3.3.2	Sampling Design .....	20
3.3.3	Sampling Size .....	20
3.3.4	Questionnaire Design .....	20
3.4	Data Collection .....	21