

UNIVERSITI TEKNOLOGI MARA

HUMAN RESOURCE MANAGEMENT IN  
LARGE ENTERPRISE: ISSUES AND  
CHALLENGES

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Literature on the causes of employee turnover shows the phenomena happens in almost all organizations, including small to medium enterprises and has continued to grow. It had developed bad attitudes due to employee shortage. There are many reasons and factors that contribute to the employee turnover. The objective of this paper is to look at the issues in human resource that occur in IGS Enterprise, the challenges they might face to the human resource, factors contribution to the turnover, and steps or program that IGS Enterprise has done to retain its employees. This research will be focusing at one sub-division of the IGS Enterprise, by narrowing down to look at the high employee turnover in the contract cleaning service division of the organization. Analysis has been done and suggestions are being developed to help IGS Enterprise overcome the issues, especially in human resource.

We would like to express gratitude to our beloved family for their unconditional support. Their encouragement enables us to complete this research.

Lastly, we would like to thank Universitas Teknologi MARA for giving us this precious opportunity for enhancing our quest of knowledge, and we really learn so many things along our way completing this research.

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