



**ELEMENTS OF WORKERS TURNOVER INTENTION
IN FAST FOOD RESTAURANT AT CHUKAI,
KEMAMAN, TERENGGANU.**

By,

NUR FATHIAH BINTI NAZMIN

2016630562

NUR SAKINAH BINTI RAMLAN

2016630552

Bachelor of Science (Hons) Foodservice Management

HM242 5A

Date of Submission:

25th June 2019

ACKNOWLEDGEMENT

All praises to Allah because of His blessings, we are able to finish this Undergraduate Project (HTM655) without any problems.

First at all, we would express our appreciation to Madam Jazira Binti Anuar, our HTM655 coordinator, as she has put a lot of effort into managing our topic-related issues to complete this assignment without delay and always motivated us to finish this study

.

We would also like to convey our appreciation to Mr Rahman bin Abdullah, our supervisor, as we are able to finish this entire study with his help and guidance throughout the journey.

Last but not least, we would like to convey our profound feeling of gratitude to the members of our family for their constant support and encouragement from the start of our research to the end.

ABSTRACT

This research proposal was about the element of worker turnover intention in fast food restaurant at Chukai, Kemaman, Terengganu. The purpose of this study was focus on factor effected the worker turnover. In Malaysia fast food industry, this problem was handled for many years but it is still become a major problem. Many study has examined the factor of employee turnover in fast food industry but there is a gap in between turnover of employee and turnover of worker. There are several differences between workers and employee which are, workers are people who was working in the organisation without long contract or in other words, it can call as part-timers workers compared to employee who was basically work as permanent. Therefore, this study examines whether the salary and wages affected the turnover intention. Hence, the researcher also focusing to examine whether there is relationship between employers and workers and the management style affect the turnover. The respondent that might be involved is the workers at the fast food restaurant around Chukai, Kemaman and also the managers and supervisors.

TABLE OF CONTENTS

Sections	Pages
Declaration	i
Acknowledgement	ii
Abstract	iii
Table of Contents	iv
1.0 Introduction	
1.1 Overview	1
1.2 Background of the Study	1
1.3 Problem Statement	3
1.4 Research Objective	5
1.5 Research Question	5
1.6 Significance of the Study	6
1.7 Definition of Key Terms	7
2.0 Literature Review	9
2.1 Worker Turnover and Turnover Intention in Fast Food Industry	9
2.2 Relationship Between Workers and Employer and Management Style	12
2.3 Salary and Wages Affecting Worker Turnover Intention	13
2.4 Theoretical Framework	14
2.5 Summary	15
3.0 Methodology	
3.1 Data Collection Approach	16
3.2 Research Ethic Considerations	17
4.0 Discussion & Recommendation	20

4.1 Overview	18
4.2 Answer	18
4.3 Recommendation	28
5.0 Conclusion	29
6.0 Timeframe	30
REFERENCES	31