



**Faculty of Administrative Science
& Policy Studies
Universiti Teknologi MARA**

Bachelor of Administrative Science

**Factors that Contribute to Job Retention among Women
in an Organization: A Case Study at Universiti Malaysia
Sarawak (Unimas)**

**Nur Syahidah Binti Mohd Naufal
2016437154**

**Sherrylyn Willsonce Lahung Jok
2016422164**

[September 2017-June 2018]

Acknowledgement

Of the many people who have been enormously helpful on the preparation of this research study, we are grateful to Dr. Noni Harianti binti Junaidi who has guided us patiently and precisely from the start of this research.

Besides, we would like to express our undivided thank and gratitude to all the lecturers and respondents for providing us the opportunity to deliver the questionnaires to them, which we obtained invaluable information needed to complete our research study.

Thank you to all their contribution towards this research study.

Table of contents

Chapter 1: Introduction

| | | |
|-----|------------------------------|----|
| 1.1 | Introduction | 6 |
| 1.2 | Background of study | 6 |
| 1.3 | Problem statement | 7 |
| 1.4 | Research questions | 10 |
| 1.5 | Research objectives | 10 |
| 1.6 | Scope of the study | 11 |
| 1.7 | Significance of the study | 11 |
| 1.8 | Definition of terms/concepts | |
| | 1.8.1 Job Retention | 12 |
| | 1.8.2 Job Satisfaction | 12 |
| 1.9 | Conclusion | 13 |

Chapter 2 : Literature Review & Conceptual Framework

| | | |
|-----|---|----|
| 2.1 | Introduction | 14 |
| | 2.1.1 Job retention among women | 14 |
| | 2.1.2 Education among women | 16 |
| | 2.1.3 Human resource practices by the organization | 18 |
| | 2.1.4 Benefits and policies implemented in organization | 20 |
| | 2.1.5 Job satisfaction among women employees | 22 |
| 2.2 | Conceptual framework | 25 |
| 2.3 | Hypothesis | 27 |
| 2.4 | Conclusion | 28 |

Chapter 3 : Research Method

| | | |
|-----|---|----|
| 3.1 | Introduction | 29 |
| 3.2 | Research design | 29 |
| 3.3 | Unit of analysis | 30 |
| 3.4 | Sample size | 30 |
| 3.5 | Sampling technique | 31 |
| 3.6 | Measurement/Instrumentation | |
| | 3.6.1 Section A: Respondents Demographic Information | 32 |
| | 3.6.2 Section B: Factors that contribute to job retention | 32 |
| | 3.6.3: Section C: Job retention | 38 |
| 3.7 | Data collection | 39 |
| 3.8 | Data analysis | 39 |
| 3.9 | Conclusion | 41 |

CHAPTER 1

INTRODUCTION

1.1 Introduction

Primarily, the topic of this research study is focusing on the factors contributed to job retention among women employees. This study is aim to investigate which independence variables will affects employees' job retention among women in an organization. Although job retention caused by several identifiable factors but we are going to study on the education had by the women workers, human resource management system of the organization, benefits and policies provided by the organization for their employees and job satisfaction are acknowledged as some of the most significant factors that lead to the sense of loyalty. Therefore, those will become the independent variables for our research study.

1.2 Background of study

In the world of full modernization and globalization, the major attraction for women are not likely into changing diapers, washing dishes and cooking in the kitchen anymore. They are more advanced as nowadays women are looking forward into having a careered life. However, due to this current scenario, it is also become a major challenge for an organization to select and retain its valuable and talented employees especially among men.

Job retention can be defined as the various policies and practices which allow the employees to stay loyal to the organization for longer period of time. By referring to

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Literature review

In this chapter, the topics that will be discussed are the literature review and conceptual framework. Generally, literature review is about the evaluation of the finding in the article that has chosen which related to our study. In order to summarize the literature review, it is a must for us to analyze each and every one of the result of the previous researches. On the other hand, the conceptual framework can be defined as the visual of the selected topic by explaining either in graphically or essay form. Meaning to say, it is the primary things to be studied to come out with the relationship between the independent variables and dependent variable which the outcomes will be obtained throughout this study.

2.1.1 Job retention among women employees

In general, the behavior of women nowadays are totally different from before. They tend to change their jobs whenever they feel there is the sense of negativity or any reasons in the job (Sharma and Dayal, 2015). In today's world, it is a common scenario whereby women are so into a careered-life. As the pressure of economic is getting high, the women employees are enforced to have dual responsibility of income generation and their families as well. They are able to generate their own income while taking care of their own kids and household responsibilities at the same time. Some of them also continue to work following their child births. Job retention among women employees is