

FACTORS THAT CONTRIBUTE TURNOVER
INTENTION AMONG THE EMPLOYEES
OF ZIKAY GROUP SDN BHD

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“DECLARATION OF ORIGINAL WORK”

I, Nooraida binti Ayub,

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees
- This project paper is the result of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date: 6 Nov 2007.

ACKNOWLEDGEMENT

In the name of Allah the Most Gracious and the Most Merciful.

Toward to my completion of this research, I had endured tremendous challenges which I regard as a very valuable experience especially in preparing the report for this research. However, I cannot face over these entire problems alone without assistance from others whom I would like to express my deepest for being able to give a helping when I needed them most.

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Thank you,

Nooraidā Binti Ayub

Bachelor Business Administration (Hons) Marketing

ABSTRACT

This research is conduct to carry out " Factors that contribute turnover intention among the employees of Zikay Group Sdn Bhd". The main objective is to measure and identify the most factor that influencing employee's intention to quit in an organization.

It consist of four factor that are understanding job position / job description, organization management / commitment and Involvement from supervisor, individual feeling / perception toward job and satisfied or dissatisfied toward working environment

At this research nonprobalibility sampling techniques and simple random techniques were been used to get the data that are require. Population of the research was employees at Zikay Group Sdn Bhd and the sampling frame for this research is the employee at Zikay Building, Kuala Lumpur.

About 40 from 60 respondent were getting from the research to help for accomplish this research by answering questionnaires had been distributed to them. All data collected through the question were analyzed systematically by Statistical Package for Social Science (SPSS).

The conclusion of this study was the outcome from the data analysis and findings. Through the research, it shows based on Frequency and Descriptive Statistic, a clear finding and results are observed. The finding showed the most factors that contribute to turnover is a understanding job position/ job description. Besides than that decision to quit among employees are moderate.

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