



A STUDY OF THE FACTOR THAT AFFECTS
EMPLOYEE TURNOVER IN DYNASTY HOTEL

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ABSTRACT

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The impact of turnover has received considerable attention by senior management, human resources professionals, and industrial psychologists. It has been proven to be one of the most costly and seemingly intractable human resource challenges confronting organizations. The purpose of this study is to examine the factor that affect employee turnover in Dynasty Hotel. The main aim of this study is to identify and determine the relationship between career opportunities, compensation and benefit system, and job burnout with employee turnover. This study was focused on to all staff at Dynasty Hotel Kuala Lumpur including management and rank and file staff and from each department which their total staffs are 269. This study was using questionnaire as data collection method which is the respondent has been chosen through simple random sampling.

As the results, only two objectives were achieved and have significant relationships with employee turnover, which is career opportunity and compensation and benefit system. But the other variable which is job burnout were not achieved based on the data, it shows that, this variable is negligible correlation and no significant relationships between the variable. The manager need to focus on the most influential factor which is career opportunity, it can be done by improving succession planning in the organization, emphasizing work-life balance, and help employees copes with career break. Besides that, the manager can also make an improvement towards compensation and benefit system which has significant relationship with employee turnover by raise the employee salary based on their performance and provide the comprehensive benefit packages.

Keyword: Employee turnover

Paper type: Research

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