



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

SHARIFAH NUR AFIQAH BINTI SYED ALIAS
2009821518

BACHELOR OF BUSINESS ADMINISTRATION (HONS)
HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA BANDARAYA
MELAKA

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(HONS) HUMAN RESOURCE MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA

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ABSTRACT

Sharifah Nur Afiqah Binti Syed Alias

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Encik Helmy Fadlisham Bin Abu Hassan

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

TABLE OF CONTENTS

	PAGE
ACKNOWLEDGEMENT	i
TABLE OF CONTENTS	ii
LIST OF TABLES	ix
LIST OF FIGURES	v
LIST OF ABBREVIATION	vi
ABSTRACT	vii
CHAPTER 1: INTRODUCTION	
1.1 Background of study	1-3
1.1.1 Background of Company	4-5
1.2 Problem statement	6-7
1.3 Research Questions	7
1.4 Research Objective	8
1.5 Theoretical Framework	8-9
1.6 Hypothesis	9-10
1.7 Significant of Study	10-11
1.8 Scope of Study	11
1.9 Definition of Terms	11-12
CHAPTER 2: LITERATURE REVIEW	
2.1 Introduction	13-14