

UNIVERSITI TEKNOLOGI MARA KAMPUS BANDARAYA MELAKA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)



**“A STUDY ON STUDENT RETENTION AMONG FINAL YEAR STUDENT OF
BACHELOR IN ADMINISTRATIVE SCIENCE AT UiTM MELAKA CITY CAMPUS”**

MUHAMMAD IRSYADUDDIN BIN ABDUL HAMEED
2010163079

SYAMSUL JOHARI BIN JALALUDIN
2010111813

DECEMBER 2013

**CLEARANCE FOR SUBMISSION OF THE RESEARCH REPORT BY THE
SUPERVISOR**

Name of Supervisor : Miss Norazlin Bt Abd Aziz

Title of Research Report : A Study On Student Retention Among Final Year Student Of
Bachelor In Administration Science at UiTM Melaka City Campus.

Name Of Students : Muhammad Irsyaduddin Bin Abdul Hameed

Syamsul Johari Bin Jalaludin

I have reviewed the final and complete research report and approve the submission of the report
evaluation.

Supervisor's Comment:

.....

(Miss Norazlin Bt Abd Aziz)

SUPERVISOR

TABLE OF CONTENT

LIST OF TABLES

LIST OF ABBREVIATIONS

LETTER OF TRANSMITTAL

DECLARATION

ACKNOWLEDGEMENT

ABSTRACT

Chapter 1 : Introduction

1.1	Introduction	1
1.2	Problem Statement	3
1.3	Research Questions	5
1.4	Research Objectives	6
1.5	Scope of Studies	7
1.6	Significant Of Studies	8
	1.6.1 Management Level	8

1.6.2	Students of Higher Education Institutions	9
1.6.3	Future Researchers	9
1.7	Definition of Terms/Concepts	11
1.7.1	Factors	11
1.7.2	Contribute	11
1.7.3	Retention	11
1.7.4	Student	11
1.7.5	Environmental	12
1.7.6	Family Support	12
1.7.7	Organizational Support	12
1.7.8	Technical Support	12

Chapter 2 : Literature Review And Conceptual Framework

2.1	Introduction	13
2.2	Factors That Influence Student Retention	15
2.2.1	Family Support	15
2.2.2	Organizational/Institutional Support	17
2.2.3	Technical Support	21

ABSTRACT

The study seeks to determine the factors of student's retention among final year students of Bachelor Administrative Science at UiTM Melaka City Campus. A sample of 160 respondents had been selected for this study.

The findings showed that the independent variables or factors that support our hypothesis are family support, institutional support, and technical support. It means that not all of these three factors determine their relationship with the factors of student retention. Purposive sampling will be used to distribute the questionnaire to selected respondents.

Based on this finding, institutional support is the most contributors to the factor of student retention. While, two out of three independent variables have a significant relationship with the factors of student retention. This is due to the result of correlation coefficient that has been used. In conclusion, family support and technical support contribute to the factor of students retention among final year students.