



**SUPPORTIVE WORK ENVIRONMENT EFFECT ON EMPLOYEE RETENTION  
AT BIT GROUP SDN BHD**

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**JANUARY 2019**

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**Submitted in Partial Fulfilment of the Requirement for the**

**Bachelor of Business Administration with Honours**

**(Human Resources Management)**

**FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TECHNOLOGY**

**MARA KAMPUS BANDARAYA MELAKA**

**JANUARY 2019**

**DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS  
(HUMAN RESOURCES MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
“DECLARATION OF ORIGINAL WORK”**

**I am Nor Adibah Binti Zailan, (I/C Number: 950912-05-5178)**

**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 extract have been distinguished by quotation marks and sources of my information have been specifically acknowledged.**

**Signatures:**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Nor Adibah Binti Zailan**

## **LETTER OF SUBMISSION**

JANUARY 2019

Head of Department  
Bachelor of Business Administration (Hons) Human Resources Management  
Faculty of Business Management  
Universiti Teknologi Mara (UiTM)  
Kampus Bandaraya Melaka  
Off Jalan Hang Tuah  
75300 Melaka.

Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled "Supportive Work Environment effect on Employee Retention at BIT Group Sdn Bhd" to fulfil the requirement as needed by the Faculty of Business Management, University Teknologi Mara (UiTM).

Thank you.

Sincerely,

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(Nor Adibah Binti Zailan)

2015102229

## ABSTRACT

This paper examines on employee retention and the relationship with organizational support, supervisory support and job satisfaction. Employee retention has become a major concern among organization nowadays. This is because there is increasing number of employee turnover especially in IT sector. Therefore, creating a supportive work environment is one of the efforts in order to retain the employees in the organization. This study highlighted and defines the basic concept of organizational support, supervisory support, job satisfaction and employee retention. The total population for this study consist 257 employees. The questionnaire has been distributed to 257 respondents and 183 valid questionnaire were returned. The data collected was processed using Statistical Package for Social Science version 20. The data had been analysed using Descriptive, Pearson Correlation and Multiple Regressions analyses. The results from this study revealed that there is a positive and significant relationship between two independent variable and dependent variable which is between supervisory support, job satisfaction and employee retention. However, there is no significant relationship between organizational support and employee retention. Therefore, the results indicates there are many other factors that can contribute to employee retention which are not included in this research.

*Keywords: Employee Retention, Organizational Support, Supervisory Support and Job Satisfaction*